

Gas Safety Procedure

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Version Control

| Date | Owner | Version | Reason for Change |
|--------------|-------------------|---------|------------------------------------------------|
| October 2024 | Victoria Hennessy | 1.0 | Update following compliance audit October 2023 |

Summary of Changes

| Section | Change |
|---------|----------------------------------------------------------------------------------------------------------------------------------|
| All | Complete overhaul of the procedure following compliance review 2023. Drafted against latest legislation and with access process. |
| All | Replace and change name from Inspection of Servicing of Gas Heating Appliances Procedure |
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Gas Safety Procedure

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1.0 Introduction

We recognise that gas can be a major risk to the lives of customers, colleagues, people who work on our behalf, and members of the public who live in our homes or visit our properties. The loss of properties and infrastructure due to gas safety incidents also poses significant risks to us. This procedure should be read in conjunction with the Gas Safety Policy. This procedure describes our arrangements for ensuring that:

The main arrangements we need to have in place to ensure we comply with relevant gas safety legislation and with the Gas Safety Policy are:

- An in date, valid LGSR is completed for each domestic property annually prior to the anniversary date of the last LGSR.
- An in date, valid CP15 certificate for all commercial gas appliances and installations (communal boilers often found in a plant room), completed prior to the anniversary date.
- A suitable access procedure in place to ensure the LGSR is completed before it's anniversary date and to evidence any properties in not allowing access when providing compliance data to the regulator.
- To identify and remediate all defects identified by the gas engineer.
- Ensure all "At Risk" (AR) and "Immediately Dangerous" (ID) defects are rectified efficiently and any RIDDOR reportable incidents are reported to the HSE as required.
- All LGSR records and any subsequent remedial records are kept for all properties for at least 2 previous records until the new LGSR is completed.
- The required safety checks and maintenance visits are carried out as part of the management of void properties or before a mutual exchange.
- Ensuring all gas works (LGSR programme, ad hoc safety checks, maintenance, repairs, upgrades, refurbishment, new installations etc.) are carried out by competent people with the required qualifications who are also registered with Gas Safe.

This gas safety procedure also includes other fuel burning appliances producing heat or hot water (e.g. LPG, oil, solid fuel) etc.

2.0 Learning & Development Requirements

Employees who are responsible for works associated with gas safety, will be required to read, understand, and comply with Ark's Electrical Safety Policy and Procedure and complete any training that is required of their role.

3.0 Gas asset database and LGSR programme

3.1 Definition of an LGSR

A Landlord Gas Safety Record (LGSR) is a document required by the Gas Safety Installation and Use Regulations 1998 (as amended) to ensure appropriate safety checks have been carried out appropriately by a suitably qualified gas engineer registered with Gas Safe. The

document is also referred to as a CP12 as Corgi was the original appointed registration scheme and their own Corgi proforma 12, each proforma certificate for different types of gas work had a number and the gas safety record was number 12.

CP12's are still in existence and can be legitimately used, but LGSR's are available in many forms, handwritten and digital and available from a number of suppliers. Ark will only use digital copies where possible across all work streams, the only handwritten copies will be by exception only allowed with the authorisation of the Asset and Compliance Manager. This is to ensure legible accurate copies can be easily read, stored, reproduced when required and shared more easily than hard copies.

3.2 Types of properties requiring an LGSR

For all properties held within the gas asset database, (including all other fuel heating types) where Ark HA hold the responsibility for managing gas safety, we will complete a safety check and service for the following types of applicable properties:

- Domestic properties (sheltered schemes, flats, bungalows, Houses & HMO's)
- Void properties
- Communal boilers and plant room equipment (commercial gas installations)
- Offices

3.3 9 Salient points required on an LGSR.

Regulation 36 3 (C) of GSIUR (and technical bulletin TB055) requires landlords to ensure the following points are all captured on an LGSR when having a safety check carried out:

- The name on which the appliance or flue was checked.
- The address of the premises at which the appliance or flue was checked.
- The name and address of the landlord of the premises at which the flue is installed.
- A description of an the location of each appliance or flue checked.
- Any safety defect identified.
- any remedial action taken; GSIUR Guidance 36(1)– (2) Regulation 36(1)– (2) ACOP 36(1)– (2) Regulation 36(3)– (4) 1 Regulation 36(3) was amended by the Gas Safety (Installation and Use) (Amendment) Regulations 2018. 70 safety in the installation and use of gas systems and appliances.
- Confirmation that the check undertaken complies with Regulation 26 (9) of GSIUR.
- The name and signature of the individual carrying out the check; and

- The registration number with which that individual, or his employer, is registered with a body approved by the Executive for the purposes of regulation 3(3) of the GSIUR Regulations.

Ark will ensure the 9 salient points above are recorded on each LGSR completed. Upon completion of the annual service, the Gas Engineer will complete a Landlord Gas Safety Record (LGSR) and will request the customer to sign it. There are options on the certificate to record if the customer is unable to sign.

As stated above, we will endeavour to ensure all LGSR's are digital copies to enable the efficient sharing and sending of documents back to the office and issue an onward copy to customers. In the case where a Landlord Gas Safety Record is handwritten, then a copy will be left with the customer at the time of the service and another copy will be handed in to the Asset Team.

Electronic Landlord Gas Safety Records will be sent to the customer by mail within 28 days of the service, the sending of a record within 28 days is a requirement under the

All of the properties contained within our register (for both domestic and communal gas installations), which we are responsible for, will have an annual gas safety check and service carried out. Regulation 36 of the GSIUR states that there are two separate requirements:

1. An annual gas safety check.
2. Service/maintenance of gas appliances and the gas installation as a whole.

This is to ensure that the gas installations which we are responsible for are maintained in a safe condition and safe for continued use. For efficiency purposes Ark HA will ensure the safety check and service are carried out by the contractor on the same visit.

3.4 Scope of properties requiring an LGSR

Safety checks will be carried out in all properties where there is a gas installation, gas appliances and a gas supply, including customers' homes, offices, and other associated buildings.

For commercial gas installations serving communal or multiple heating systems, located in communal areas e.g. plant rooms, Ark HA will safety check and service the gas appliances and associated gas installations annually by a suitable commercial qualified gas engineer who is registered with Gas Safe.

New properties and existing properties which have had a new gas appliance installed, will have a new gas safety check and service completed.

Gas safety checks will also be required for all planned works where gas installations are affected depending on the works carried out.

For all gas responsive repairs, safety checks may not be necessary, but appropriate certification should be completed e.g. maintenance records of defect work carried out.

3.5 Undertaking gas safety checks (LGSR's) Landlord Gas Safety Record

The LGSR programme will commence no later than 2 months before the anniversary of the previous certificate. The programme runs from financial year to year and can allow LGSR's to be completed as early as 2 months before the anniversary of the previous certificate at the discretion of the Asset and Compliance Manager to overcome programming and geographical challenges for the annual LGSR programme.

The annual programme will be generated from the "gas asset database" at the beginning of each financial year, which holds all dates of completed and LGSR certification, based upon the certificates which are expiring within that financial year and for the financial quarter of the following financial year to ensure we remain compliant.

The Asset and Compliance Team will ensure contractors will be issued a works order at least 2 months in advance of the certificate anniversary date.

Contractors will update the Asset and Compliance team as required with:

- Successful completion of completed LGSR's and their completion dates.
- Any properties with outstanding defects At Risk (AR) or Immediately Dangerous (ID) findings
- Any properties which require assistance with support
- Any complaints or customer issues
- Any unsafe situations, Health, and Safety concerns or Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) reportable incidents
- Overall performance of the programme against target dates

We will undertake the gas safety checks according to (GSIUR) and IGEM G11 edition 2 unsafe situations procedure. We will request that the gas contractor attending, to test the tightness and let by of the gas installation, which is not a legal requirement of the LGSR, but will inform us and deal with any gas escapes as part of the safety check and service.

Once a gas safety check has been completed, an LGSR is issued to us, and a record is sent to us as the client. It is a legal requirement for us to give a copy to the customer of the LGSR within 28 days of the completed safety check. We will assign this task to the contractor but will check this is being completed.

New gas safety checks will be undertaken when there is reason to suspect that an existing LGSR is no longer valid, or there has been a significant change in the property that has affected gas safety measures. Reasons for review could include any of the following:

- A change of use of the property or the introduction of new gas installations.
- Alterations to the property (including those carried out by a customer with or without our agreement).
- The failure of gas safety precautions.
- A change in the customer profile or composition of people using the property.
- A gas safety incident or significant 'near miss'.
- Issues arising from other gas safety checks.
- Any other changes or occurrences which could impact on gas safety within the property, such as fire or multiple failures.

3.6 Gas contractors

Given the geographical spread of our properties, we will try to have the LGSR programme delivered by one national contractor, but if this is not possible, we will consider appointing two contractors to provide the required level of service over the country. The contract will normally be for a period of at least 3 years, with the option of extension for 1 or 2 years, subject to satisfactory performance. Contractors may be appointed through a traditional tendering exercise, a public procurement method, or a balancing quality and price exercise, or through a partnering arrangement.

The Asset and Compliance Manager will be responsible for the procurement and for checking the contractor is suitably qualified and competent and holds the correct accreditations (Gas Safe registered) to be able to carry out the work safely and competently

4.0 Gaining access to customers' homes

In order to undertake gas safety checks for their homes, our appointed contractor will provide customers with as much choice as possible, including evening and Saturday appointments where required to achieve access.

Our contractor will communicate with customers about their appointments using a range of methods including, letters, email, phone, text messages, and, where required, visits to their

home. Customers will be offered a contact number to contact our contractor to arrange or rearrange an appointment. If a customer is not at home when our contractor arrives to undertake an appointment, a no access card will be left.

Every attempt is made to gain access to the property with the customer's consent. However, if access or contact is not achieved within a reasonable timescale, we will take legal action to obtain an injunction via the Magistrates Court to obtain access to undertake the safety check. This is in accordance with our access process below.

4.1 LGSR access process (4 stage process)

Like the electrical access process, we operate a 4-stage process to ensure we persist and evidence our endeavours in gaining access (visit 1, visit 2, visit 3 and forced access).

We will use a variety of methods in contacting our customers, including letters, emails, phone calls, text messages, visits to the properties and no access calling cards.

The contractor must provide their contact details on all forms of communication to customers in order to reschedule a visit if required.

4.2 Stage 1 – Visit 1

The Gas Contractor will write to the customer with an appointment date and AM/PM appointment at least 10 days prior to the visit. (Letter 1 – Appendix 1) This appointment must be at least 2 months or 8 weeks (whichever is sooner) prior to the anniversary date.

To provide maximum opportunity for access the Contractor will be required to offer some evening or weekend appointments, in particular to suit those in employment.

Where known, the Asset Compliance and Contracts Officer will provide details of any Tenants who may have special needs or difficulties, or any properties where for safety reasons two engineers should visit.

The Contractor will provide a report of all arranged service visits weekly to the Asset Compliance and Contracts Officer. The Asset Compliance and Contracts Officer will check if any of the properties are void and relay this information to the gas contractor.

If the service engineer cannot gain access, they will post a "No Access" card stating when they called. The engineer will notify the customer on the card that a new appointment has been made and the date and time of this new appointment. This will be at least 6 weeks prior to the anniversary date.

If there is an entry phone system and the engineer cannot gain access to the letterbox, the contractor will send out an appointment letter advising of the new appointment date and time.

The property will be noted on the daily access report sent to Ark as a 1st no access. The Contractor will also send the 2nd letter to the customer (Letter 2 – Appendix 2).

4.3 Stage 2 – Visit 2

The Stage 2 visit must be at least 6 weeks prior to the anniversary date. The Contractor will provide a report of all arranged service visits weekly for the following weeks visits. The Asset Compliance and Contracts Officer will check if any of the properties are void and will relay this information to the contractor.

If the service engineer cannot gain access, they will post a “No Access” card stating when they called. If there is an entry phone system and the engineer cannot gain access to the letterbox, the contractor will send out an appointment letter advising of the no access. The property will be noted on the daily access report sent to Ark clearly stating a 2nd no access.

The property will be noted as a 2nd no access and emailed to the Asset Compliance and Contracts Officer as well as being updated on the daily access report sent to Ark.

The Asset Compliance and Contracts Officer will contact the customer by telephone to arrange a final visit. If there is no answer or the customer is unwilling to arrange an appointment, the Asset Compliance and Contracts Officer will contact the Housing Officer or Manager of the scheme, guardian, or carer for assistance.

The Asset Compliance and Contracts Officer will send a report of any 2nd no access properties on a weekly basis to the relevant Housing Officer. The Housing Officer will then assist in gaining access to the property prior to any forced access.

If access cannot be arranged, then the next Letter should be issued by the Asset Compliance and Contracts Officer and date agreed with the contractor at least 4 weeks prior to the anniversary date.

4.4 Stage 3 – Visit 3

The Stage 3 visit must be at least 4 weeks prior to the anniversary date. The Contractor will provide a report of all arranged works weekly for the following week for the Asset Compliance and Contracts Officer to send to the Scheme Manager, or Housing Officer to assist with access update.

If the service engineer cannot gain access, they will post a “No Access” card stating when they called. The engineer will notify the customer on the card that they must contact Ark immediately to arrange a new appointment.

An update on the final no access will be provided within 24 hours to the Asset Compliance and Contracts Officer. They will contact Housing to begin the planning of a force access phase.

4.5 Stage 4 – Forced Access

In accordance with the terms outlined in Paragraph 5.12 of the Scottish Secure Tenancy Agreement, access to the property will be forced to carry out the gas service (or cap the gas supply), unless access is provided before the anniversary date.

Forcing access will be a last resort by the Association and will follow a hand delivered, or recorded delivery, correspondence advising that it will take place. Arrangements for forcing access will ensure that a member of staff from the Association is in attendance, as well as the Gas Engineer and a Joiner. Police attendance will be requested if there are any known safety concerns. The Association will reinstate the security of the property, change locks where required and leave notification of what has taken place. Keys will be left either at the Associations offices or the nearest Police Station to the Property in question.

If any costs have been incurred the resulting accounts (e.g. joiner, lock change, damage repair, etc.) from the Sheriff Officers, joiner etc. they will be passed to, and authorised by Maintenance staff, in accordance with current procedures. The Asset Compliance and Contracts Officer will then initiate the rechargeable repairs procedure in liaison with finance staff to ensure the costs are charged out to the Tenant.

There may be occasions where employees might consider there are extenuating circumstances, but Ark must ensure that compliance is achieved. For example, where a customer has died, the Housing and Neighbourhood Officer should be sympathetic and explain the importance of the safety check to the family and seek their approval to proceed. If the service cannot go ahead on the planned date, Ark may consider capping the supply at the meter.

Difficulties however can arise where a customer either refuses to allow access or does not respond to Ark's request to allow access to the property. If a customer doesn't respond to Ark's attempts to access the property on the first 3 visits then a force access should be arranged.

If a customer refuses access during visits 1-3, we will still continue with the letter progression process as this will be required as evidence for repeated attempts to arrange and carry out the gas safety check. It may be necessary to consider obtaining a court order to obtain access to the property. If access is forced after a customer direct refusal without a court order then Ark may be left exposed to a court action from a customer for unlawful access to their property.

A court order is obtained by making a summary application to the court and will generally be granted providing good cause can be shown and there are no exceptional circumstances. It may also be possible to request that the action calls in court at an earlier date than usual by seeking a shortened period of notice. Once again good cause must be shown e.g. in order for the annual gas safety check to be carried out.

If the Housing Officer considers that a customer will refuse access at this final stage, e.g. because of a known history of refusal, or has refused access at an earlier stage in the process, the Head of Housing and Customer Experience must be notified as soon as possible, preferably at Stage 2 so that court action can be started to allow access before the date required to carry out the safety check. It's worth noting that any court order application may however be refused if Ark can't demonstrate repeated attempts to gain access, e.g. 4 letter process.

During a forced access the Housing Officer will inspect the property to ascertain if the property has been abandoned or is still occupied. If the property appears unoccupied Maintenance and Housing staff may take an inventory and/or photographs, the locks will be changed, and the Housing Services Officer may initiate the abandoned properties procedure.

4.6 Planning a forced Access.

Assuming that no court action is required, the Asset Compliance and Contracts Officer will:

- set a date for a forced access visit, no later than 5 working days before the anniversary date.
- arrange for the appropriate Housing Officer or Scheme Manager, a representative of Asset Management, a locksmith and gas engineer to attend. Where a guardian, carer or family member have keys, these should be consulted to see if we can gain access using those keys.
- produce a letter to the customer confirming that the forced access will take place, 7 days before the forced access (*Appendix 4*).

The Housing Officer will check if the customer is “flagged on the system” or if any other special precautions or arrangements are required, e.g., are any mental health or other support issues involved etc.

4.7 If the customer is present.

If the customer is present and provides access the Housing Officer will also seek to establish the reason(s) for previous no accesses. This may lead to support for the customer being considered.

The engineer will carry out the safety check, if gas and electricity supplies are available, and complete the Landlord’s LGSR (sometimes called CP12) certificate. The Asset Management representative should take a copy or photo of the certificate as evidence in the case that the paperwork is misplaced.

If there is no gas supply the engineer will cap the supply and ensure the property is safe. The customer will be advised they must arrange for a supply then contact our office for the supply to be reconnected, which will involve a further visit by the engineer and possibly a recharge to the customer.

4.8 If the customer is not present.

If the customer is not present the Housing Officer will remain while the safety check is being carried out. If the property appears unoccupied the gas supply will be capped as for a void property. The Housing Officer will take photographs of the property condition and/or contents and will initiate the Abandoned Properties procedure.

If the supply has previously been capped the gas engineer will check that the cap is still secure and that there are no leaks or any other safety issues relating to the gas supply, then complete the Landlord’s certificate.

4.9 Capping an external supply.

The Housing Officer and a Gas Engineer will attend. If the customer is present the Gas Engineer will establish if a supply is available so the annual service may be carried out, failing which the meter will be capped. The Housing Officer will seek to establish the reasons for previous ‘no accesses,’ which may lead to support for the customer being considered.

If the customer is not present the Housing Officer will post a note (*Appendix 5 or 6*) confirming the action taken and what the customer should do next.

When a supply is again available the customer should contact Ark for the meter to be uncapped. This will trigger the uncap and safety check to be carried out at the same time (failing which, the supply will remain capped).

Following confirmation that the service has been completed and receipt of the LGSR certificate, the Asset Compliance and Contracts Officer will update the new anniversary date on the Gas asset database.

If at any stage in this procedure it is suspected that the property may no longer be occupied the Asset Compliance and Contracts Officer will advise the appropriate Housing Officer, who may initiate the Abandoned Properties procedure.

4.10 Recharges

Where costs are incurred as part of a forced access or meter capping these will be recharged to the customer.

5.0 Gas safety checks and servicing for new existing / customers

We are required to undertake gas safety checks and servicing for all gas appliances and associated flues, fittings, and pipework, before a new customer moves into one of our homes, the result of which must be the issuing of a satisfactory LGSR which confirms that all gas appliances are safe to use. This can occur when a home is to be let or when a tenancy is assigned from one person to another, including via a mutual exchange or when a person succeeds to a tenancy.

5.1 Void properties

All void properties must have a gas safety check prior to the property being re-let. When a property becomes void, we will undertake a safety check and service within the property and issue a satisfactory LGSR inclusive of all of the defects completed and any ID or AR defects being rectified.

A copy of the LGSR is provided to the incoming customer and the date of the LGSR is recorded on the gas asset list (which effectively resets the anniversary date for the LGSR programme) and the LGSR record is stored securely by the Asset Compliance and Contracts Officer. Upon request, we will explain to a new customer how to operate the heating controls and their associated components.

We will remove any gas appliances left by a previous customer before a property is relet. It is the responsibility of the new customer to ensure that their own gas appliances (including cookers) are installed by a qualified gas engineer who is Gas Safe registered. Details of Gas Safe registered engineers can be found on <https://www.gassaferegister.co.uk/>

5.2 Assignments and successions of tenancy (including mutual exchanges)

All properties that are subject to assignment of tenancy (including mutual exchanges) or tenancy succession have a gas safety check carried out on the day of the assignment or succession or before the new customer becomes responsible for the property. All defects will be rectified before the assignment or succession can take place.

A copy of the LGSR is provided to the incoming customer on request and the date of the LGSR is recorded on the gas asset list (which effectively resets the anniversary date for the LGSR programme) and the LGSR record is stored securely by the Asset Compliance and Contracts Officer. Upon request, we will explain to a new customer how to operate the heating controls and their associated components.

If an outgoing customer 'gifts' their gas cooker (or other gas appliances) to an incoming customer then we will not disconnect them, and the incoming customer will become responsible for gas safety checks and maintenance of these appliances and installations. Details of any gifted appliances and installations are noted on the LGSR.

It is the responsibility of the incoming customer to ensure that their own gas appliances (including those which are 'gifted' by an outgoing customer, but which are not connected) are installed by a Gas Safe registered engineer. Details of Gas Safe registered engineers can be found via the following link: <https://www.gassaferegister.co.uk/>

Customers will be expected to confirm their acceptance of their responsibilities and details of any 'gifted' items in writing.

5.3 Unsafe situations (AR at risk and immediately dangerous)

When a gas engineer attends a property to carry out the safety check and service as part of the annual check or as part of the void LGSR process they will carry out specific checks in relation to GSIUR. Gas engineers are trained to identify any situations which could be deemed:

- Immediately Dangerous (ID)
- At Risk (AR)

Gas engineers must refer to the Gas Industry Unsafe Situations Procedure (GIUSP - Latest edition) to classify any defect which can be deemed as ID and AR and take the appropriate action as stated in GIUSP.

The engineer will pay particular regard to whether the defect is RIDDOR reportable (guidance stated within GIUSP) and will ensure they take the appropriate action and complete the appropriate paperwork.

The gas contractor will be required to inform Ark if there are any RIDDOR reportable incidents identified from any gas safety checks.

For any LGSR certificates which are received by Ark with an AR or ID unsafe situation identified, the Asset Compliance and Contracts Officer will need to follow up all remedial action through to completion with the gas contractor. Failure to track these outstanding works can cause potential risks of unsafe appliances being left with the risk of reconnection by the tenant.

5.4 Other defects (not AR or ID) which need remediation from a safety check.

When an annual gas safety check and service is being completed, the engineer is responsible for identifying any defects and recording these on the LGSR. Where the engineer has the resources to complete the defects, they will complete these whilst on site. If there is a defect which cannot be completed whilst on site and is not classified as an ID or AR defect, this will be recorded on the LGSR and flagged to the scheduler to raise a follow-on job within DRS to have the defect completed.

5.5 Other work streams applicable to this procedure

Ark will undertake inspection and maintenance for a wide range of appliances, installations and heating systems including:

- Gas responsive repairs to domestic properties
- Gas servicing and repairs to communal and plant room (commercial gas)
- Solid fuel heating types (if any properties contain them)
- CO detection
- Newbuild gas appliances (e.g. gas hobs) and handover process
- Pressurised Unvented Cylinders

Each of these work streams are subject to a different testing and inspection regime which is set out below. Testing and inspection of these items is separate from our programme of annual domestic safety checks to properties.

Appliances, installations, and heating systems which are our responsibility to maintain will be tested in accordance with the manufacturer's instructions and the relevant Industry Standards. This includes inspection and maintenance frequency and the type of inspection and maintenance that takes place.

5.6 Gas responsive repairs to domestic properties

All domestic properties which contain gas for heating or hot water will be identified and held within Rubixx. This database will be used to identify any customer who could call to report a loss of heating or hot water or any defect with the heating system to ensure the correct tradesperson is allocated. Repairs and heating or hot water loss will be reported and assigned to the following responsive priorities:

- 4 hours - could cause immediate hazard or danger to you or your home.
- 4 hours – Water escape any property.
- 24 hours – No heat no hot water attendance and fix or make safe – general needs customer (no vulnerabilities)
- 7 days – Repairs affecting heat and hot water.
- 28 days – Routine repairs not affecting heat or hot water

An out of hours provision will be in place to attend emergency repairs 365 days per year 24 hours per day, which will be managed by the Asset and Compliance Team.

5.7 Gas service and repairs to communal plant rooms (commercial gas)

All properties where the heating or hot water are served by a commercial boiler, or configuration of domestic boilers which has commercial elements of the system, will be identified, and held within Rubixx. This database will be used to identify commercial gas installations when a reported loss of heating or hot water or any defect with the heating system to ensure the correct tradesperson is allocated. Domestic gas engineers cannot work on commercial gas; therefore, the Asset and Compliance Team will ensure that where there are commercial elements, the work will be assigned to suitably qualified and experienced commercial engineer. Repairs and heating or hot water loss will be reported and assigned to the following responsive priorities:

- 4 hours - could cause immediate hazard or danger to you or your home.
- 4 hours – Water escape any property.
- 24 hours – No heat no hot water attendance and fix or make safe – general needs customer (no vulnerabilities)

- 7 days – Repairs affecting heat and hot water.
- 28 days – Routine repairs not affecting heat or hot water

An out of hours provision will be in place to attend emergency repairs 365 days per year 24 hours per day, which will be managed by the Asset and Compliance Team.

5.8 Checking LGSR records

The contractor should check that each engineer has completed the relevant sections of each Record according to the Regulation 36 3 (C), and that the Records have been signed and dated etc. as required, before passing them to the Asset Compliance and Contracts Officer. Where required the contractor Supervisor will follow up any errors or omissions with the relevant engineer.

If the Asset Compliance and Contracts Officer has any query or concerns about the completion of a Record, they will raise this without delay to the contractor.

5.9 Contractor QA process

The contractor will carry out their own quality assurance checks, selected at random, with a variety of checks being undertaken. These checks should be established at procurement and mobilisation phases. The contractor will report on their internal checks at the contract review meetings when required.

5.10 External QA process

An independent Contractor will be appointed to provide a quality control service. The service will cover a minimum of 10% of the properties which have an annual gas safety check.

The work to be checked will be selected randomly and will include the following:

- a) Visual inspection
- b) Strip down and inspection of work carried out
- c) Monitoring of work in progress – co-operation on agreeing dates and times for the independent Contractor to accompany a gas engineer will be required
- d) Inspecting the documentation submitted by each Contractor

The QA visits will occur monthly and will be randomly selected by the Asset Compliance and Contracts Officer and sent to the QA contractor to be carried out.

The Contractor will make arrangements directly with the Tenants to carry out a quality control visit. The Contractor will report the results of each quality control visit to both the Asset Compliance and Contracts Officer and to the relevant gas safety Contractor, and will liaise directly with Contractors regarding any areas of concern, remedial work required etc. Where remedial work is required because the work carried out has not been completed, or not complied with the minimum statutory standards, the gas Contractor will carry out such work as part of the contract price.

The gas Contractor will confirm to the Asset Compliance and Contracts Officer and the independent QA Contractor when remedial work has been completed. The independent QA Contractor may then be instructed to re-inspect such work.

The Asset Compliance and Contracts Officer will bring any relevant matters arising from the external quality control checks to the attention of the Asset and Compliance Manager, for follow up action with the relevant Contractor as required.

5.11 Contractor competency QA

The Asset Compliance and Contracts Officer will check that the contractors' engineers are trained and competent prior to carrying out any works. The contractor will supply a list of engineers to be checked at the start of the contract and will update the list if any new engineers carry out works. This is to ensure the engineers are registered to carry out the works safely. The Asset Compliance and Contracts Officer will carry out a check to the list quarterly.

5.12 Contractor reporting

The Asset Compliance and Contracts Officer will monitor progress with the annual LGSR programme daily relating to access attempts. The internal Ark HA Gas Asset Register will be used and cross referenced with the contractor programme register. Any discrepancies between the reports should be immediately actioned with the contractor and risks highlighted to the Asset and Compliance Manager.

The remedial works report should be run monthly by the Asset Compliance and Contracts Officer. All outstanding remedial works will be reviewed with the contractor in contractor meetings and any properties which are approaching the expiry date will be escalated using the access procedure as required.

The contractor will provide a weekly report on completions from the previous week to the Asset Compliance and Contracts Officer. Once the LGSR is received the Gas Asset Database can be updated with new anniversary dates.

The Contractors will submit weekly reports detailing the properties visited, whether the visit was a 1st, 2nd or 3rd visit, and the date each safety check was completed. The Asset Compliance and Contracts Officer will update the spreadsheet with the details from each report plus dates of letters etc.

5.13 Contractor review meetings

The Asset Compliance and Contracts Officer will hold monthly meetings with the gas contractors to monitor progress with the current programme, consider quality control reports and deal with any concerns, issues etc. The meetings will normally follow a standard agenda including programme performance, issues, financial and health & safety matters.

The meetings will be minuted with copies being circulated to all present and a copy being added to the relevant contract file. Any change to the contractor will require the contractor to attend a prestart meeting and provide necessary qualification details for the company and engineers.

5.14 Customers causing repeat access issues

From the information recorded about abortive calls, customers who regularly cause access difficulties will be identified. At the start of each annual programme, the Asset Compliance and Contracts Officer will discuss with the Housing Officer what action might be taken to encourage the customers concerned to arrange access when first contacted.

5.15 Internal auditing

The Asset Compliance and Contracts Officer will carry out a monthly check to the gas master programme by cross referencing the property address on Rubixx and the gas Asset List to ensure that any deletions or input errors are found and corrected and raised with the contractor.

The Asset and Compliance Manager will carry out a 6 monthly audit of the gas asset register alongside certificate spot checks with anniversary date. They will carry out a minimum of 6 monthly checks (twice per year) of the LGSR asset register alongside certificate spot checks and correct any findings.

5.16 Emergency Procedure (Incidents, near misses and enforcement)

As well as having duties to notify, investigate and report incidents, there is an overriding duty to ensure that a situation is made safe at the scene of the gas incident.

It is vitally important that all the information relating to a gas safety incident or unsafe gas work is collated in one report on the SHE System, as gas incidents can have a high public profile. This will allow the Asset and Compliance Manager to carry out a thorough investigation, produce a meaningful report and where required by law; provide information to outside agencies.

For the purposes of this Procedure, a gas safety incident is:

- When a gas engineer (employee, agency staff or contractor) has been found to have carried out or left dangerous work resulting in an unsafe situation or significant failure to follow the Gas Safety Installation and Use Regulations, and / or the relevant British Standard or manufacturer's instructions.
- A report of a death, loss of consciousness or hospital admission of a person arising in connection with an escape of gas in one of our properties.
- Any other gas safety incident or dangerous occurrence that is reportable under the RIDDOR (Gas) Regulations.

On identifying a gas safety incident or dangerous occurrence involving gas, the gas contractor's senior manager must be informed. The Asset and Compliance Manager will then request the gas contractor to make further investigations and provide a summary of their findings in conjunction with the contractor. The Asset and Compliance Manager will then decide on the best way to proceed, who else to inform (both internally and externally) and whether the incident is RIDDOR reportable. If a dangerous occurrence or gas safety incident is RIDDOR reportable, the Asset and Compliance Manager as the *Responsible Person* will be the single point of contact in making that report.

5.17 CO alarm activation or suspected CO poisoning

When a member of Ark staff receives a call from a customer and they are reporting a CO alarm activation or they have suspected CO poisoning, the following advice must be given to the customer to ensure their safety:

- Once all the customer details have been taken ask the customer if they are experiencing any of the following symptoms (headaches, dizziness, nausea, breathlessness, and feelings of being unwell or drowsiness). If the customer is feeling unwell and you suspect this may be a result of breathing in carbon monoxide,

advise the customer to seek urgent medical advice immediately and inform them that they may have been exposed to carbon monoxide (CO).

- Advise the customer to turn off all gas appliances; if they feel that they can do this safely.
- Advise the customer to leave the dwelling and go outside of the property.
- Advise the customer to telephone Scottish Gas Network (SGN) the National Gas Emergency contact number on 0800 111 999 to report the situation.

5.18 Call from customer stating they can smell gas inside the property.

When a member of Ark staff receives a call from a customer and they are reporting the smell of gas from inside their property, the following advice must be given to the customer to ensure their safety:

- Advise the customer to turn off the gas at the meter; if they feel that they can do this safely (unless it is in the cellar or basement). If the gas leak is in the cellar or basement they must evacuate immediately.
- Do not smoke or light a match (avoid any naked flames).
- Open doors and windows immediately.
- Do not turn electrical switches on or off.
- Ask the customer if they are experiencing any of the following symptoms (headaches, dizziness, nausea, breathlessness, and feelings of being unwell or drowsiness). If the customer is feeling unwell and you suspect this may be a result of breathing in gas fumes, advise the customer to seek urgent medical advice immediately. Advise the customer to go outside of the property.
- Advise the customer to telephone SGN, the National Gas Emergency contact number on 0800 111 999 to report the situation.

5.19 Call from a customer stating they can smell gas outside a property.

When a member of Ark staff receives a call from a customer and they are reporting the smell of gas from outside their property, the following advice must be given to the customer to ensure their safety:

- Stay in the property.
- Do not smoke or light a match (avoid any naked flames).
- Do not turn electrical switches on or off.
- Look to prevent gas entering by closing doors and windows.

- Ask the customer if they are experiencing any of the following symptoms (headaches, dizziness, nausea, breathlessness, and feelings of being unwell or drowsiness). If the customer is feeling unwell and you suspect this may be a result of breathing in gas fumes, advise the customer to seek urgent medical advice immediately. Advise the customer again to remain inside the property.
- Advise the customer to telephone SGN, the National Gas Emergency contact number on 0800 111 999 to report situation.

Ark shall ensure that there is suitable provision for out-of-hours emergency response and the service provider will be provided with the procedure to follow. Any member of staff who smells gas in a customer's home is permitted to call the National Gas Emergency contact number on 0800 111 999 to report situation. They must then inform a member of the Asset and Compliance Team to confirm that they have carried out this action and the reasons for doing so.

Details of our approach to identifying and responding to any unplanned event, potential emergency, or disaster, including gas safety incidents, is explained in our business continuity plan.

5.20 Unplanned event – Business Continuity Plan

The Business Continuity Plan (BCP) details arrangements and processes to follow in the event of a major emergency (unplanned event). It covers our emergency response, major incident management and recovery, and full-service resumption and return to business as usual.

We will liaise with and notify HSE (Health and Safety Executive) and any other enforcing authority when required relating to gas safety.

The Responsible Person (or in their absence, the Duty Holder) is responsible for reporting incidents to the HSE as required (including RIDDOR reportable incidents), and for managing contact with the HSE and other statutory bodies.

We will work closely with the relevant enforcing authority, HSE, and other statutory bodies to obtain their advice and assistance in relation to gas safety within our properties. This can include audits and inspections of our properties' fixed wire installations and promoting gas safety and awareness amongst our customers.

We will respond promptly and positively to any enforcement or improvement action that is taken by a statutory body. Our response will include the following:

- We will review the conclusions of the statutory body and engage with them if we have reason to challenge or seek clarification of their conclusions and/or requirements.
- We will ensure that requirements are addressed within the specified or agreed timescale.
- We will identify if there are similar issues within our other properties. If so, we will take appropriate remedial action.
- Full details will be recorded and reported to the duty holder and Chief Executive,.

All gas and CO related incidents, including near misses, will be logged including details of any follow-up actions. This may include, but is not limited to the following:

- Undertaking remedial work.
- Investigating the circumstances that led to the incident.
- Undertaking remedial action that is required to improve electrical safety the location of the electrical safety incident and at other properties.
- Communicating with customers to improve gas safety and awareness.
- Working with the relevant local gas emergency service provider, police, HSE or other statutory agencies.
- Making a claim with our insurers.

We will review all incidents, including near misses, (particularly those where claims are made) to ensure that any lessons learnt are reflected in updates to policies, procedures and working practices in order to reduce the number of incidents and near misses and to mitigate our liability.

In the event of any confirmed injury or exposure to gas leaks or CO leaks, at any Ark HA building, we will ensure our contractor attends as soon as is reasonably practicable and carry out a full investigation. Once the causes have been identified, immediate remediation will take place to mitigate any further risk. If any customers, employees, or others complain of any health effects, insist they seek immediate medical attention, telling the medical professionals that they have suspected exposure to natural gas or CO as appropriate.

6.0 Implementation and Review

6.1 Implementation

The Duty Holder and Responsible Person are responsible for ensuring that this procedure is implemented.

The Asset Compliance and Contracts Officer will monitor the progress of all gas safety check programmes and will follow up with relevant contractors any delays in completing safety checks and/or submitting completed test certificates.

The Asset Compliance and Contracts Officer will follow up on any reports from contractors regarding difficulties in gaining access to properties, liaising with Housing Services staff in attempts to arrange access, as required.

The Asset Compliance and Contracts Officer will raise any concerns about a contractor's performance with the Asset and Compliance Manager who will follow up with the contractor as required. Further action will depend on the contractor's response.

As part of the regular reports on statutory checks, the Asset Compliance and Contracts Officer will submit performance data as required to the Asset Compliance manager. The Asset Compliance manager will provide reports as required for gas safety performance and will be responsible for compiling performance data for the annual Arc return and annual statement.

The Duty Holder will be responsible for ensuring the performance data required and reporting frequencies are defined and to ensure the policy and procedure have been implemented, through performance management scrutiny with the Asset and Compliance Manager.

Our performance regarding domestic and commercial (plant room) gas safety (compliance with GSIUR), will be reported as required, through our established Performance Management Framework.

Measures will include:

- Number of domestic properties requiring an LGSR
- Number of domestic properties with a valid in date LGSR
- Number of properties out of date of an LGSR and commentary as to why this has occurred and whether the access process was followed.
- Number of commercial properties which need an annual safety check.

- Number of commercial properties with an in date valid CP15 commercial certificate in place
- Number of commercial properties where there is a CP15 out of date, and the reasons why.

6.2 Review

The Asset and Compliance Manager will ensure that this procedure is reviewed at least every two years in line with the agreed review schedule.

Appendix 1 – Access Letter 1

<Initials>

Resident
Address 1
Address 2
Town
Postcode

<Date>

Dear <Resident's Name>

Annual Gas Boiler Service and Safety Check Address

As your landlord, Ark has a legal obligation to carry out an annual gas safety check to all gas appliances within your property. This service is intended to ensure that your gas appliances are safe and that they do not present a danger to you, your family, any other household members, and your neighbours. Having an annual gas service will ensure that your appliances are safe and that any repairs that may be required can be identified by the gas engineer and carried out as soon as possible.

Our records have identified that a gas safety check is now due at your property, and we intend calling out on the date below to complete the annual safety check. If you will not be at home on this date, please contact us to arrange another date.

<Insert Date>

<Insert Contact Details>

It is also important that if you have a power card meter you ensure that there is adequate credit in the gas meter and the electric meter to ensure that the services can be completed.

Even if you do not have or use any gas appliance, we will still need to get access to your property as our records show you have a gas supply.

Thank you for your co-operation in this matter.

Yours sincerely

<Name>

<Job Title>

Appendix 2 – Access Letter 2

Name

Address 1

Address 2

Town

Post Code

<Date>

Dear <Resident's Name>

Annual Gas Boiler Service and Safety Check

<Address>

As your landlord, Ark have a legal obligation to carry out an annual gas safety check to all gas appliances within your property. This service is intended to ensure that your gas appliances are safe and that they do not present a danger to you, your family, any other household members, and your neighbours. Having an annual gas service will ensure that your appliances are safe and that any repairs that may be required can be identified by the gas engineer and carried out as soon as possible.

To meet this requirement <insert contractor name> have been contracted and they have attempted to complete this service visit on the date previously given, without success.

It is imperative for your own safety and wellbeing that you provide access. A further appointment has been made on <Day> <Date>. If this visit date is unsuitable, please contact <insert contractor name and contact details> to rearrange.

Please note that obtaining a Landlord's Gas Safety record is a legal requirement and the consequence of not having a valid record means that the Ark will be not meeting our legal obligation under the Gas Supply (Installation and Use) Regulations 1998 after the current record has expired.

If you have any further questions regarding this visit, please contact me directly on <Telephone Number>

Thank you for your co-operation in this matter.

It is also important that if you have a power card meter you ensure that there is adequate credit in the gas meter and also the electric meter to ensure that the services can be completed. Even if you do not have or use any gas appliance, we will still need to get access to your property as our records show you have a gas supply.

Yours sincerely

<Name>

<Job Title

Appendix 3 – Access Letter 3

Name

Address 1

Address 2

Town

Post Code

Date>

Dear <Resident's Name>

Annual Gas Boiler Service and Safety Check

<Address>

FINAL REMINDER NOTICE

Ark has now attempted to service your gas appliance on **two separate occasions** without success.

As previously stated, Ark has a legal obligation to ensure your gas central heating boiler has an annual safety check completed within 12 months of the service anniversary date.

I must emphasise again that it is imperative for your own safety and wellbeing and that of other residents that you provide access as soon as possible.

You are requested to contact any Ark employee at your earliest opportunity on <Telephone Number> in order that a new servicing date can be arranged. Alternatively, you can call <insert contractor name> direct on <telephone number>.

If we have not heard from you by end of <Day/Date> we shall arrange a further appointment on <Day/Date>.

If you do not contact Ark within 7 days from the date of this letter in order to arrange access to carry out the above gas service or you fail to allow access on the appointment date given, this will be deemed to be a breach of tenancy under the Scottish Secure Tenancy (SST) agreement. We will then begin actions to force access into the property prior to the anniversary date under the powers of the SST agreement.

We look forward to hearing from you.

Yours sincerely

<Name>

<Job Title

Appendix 4 – Forced Access Letter

<Initials>

Name

Address 1

Address 2

Town

Post Code

<Date>

Dear <Resident's Name>

Annual Gas Boiler Service and Safety Check – FORCED ACCESS

<Address>

After the failed attempts to obtain access to your property by our contractor, <insert contractor name>, and the previous final reminder to you dated <DATE>, you have still not contacted us.

Ark have now made arrangements to force access to your property on <DATE> in order to carry out the inspection. A Technical Inspector, Housing Officer, Joiner, Gas Engineer, and Police, if necessary, will be in attendance.

We insist in the interest of safety that you contact me immediately, or alternatively, out with office hours please contact <Phone Number> to make access arrangements prior to the Forced Access date.

You are duty bound to provide access to your home to Ark and its agents at the above time, failure to voluntarily provide access will result in access being forced and locks may need changed. In the event a force access is carried out you will be recharged the associated costs.

In the event that locks are changed, new keys can be collected from Ark offices at <ADDRESS FOR AREA>, during any working day between 9.00am and 5.00pm. You will need to provide identification to confirm that you are the tenant.

If you have a Power card meter you will be required to ensure that there is adequate gas and electricity. You will be liable for all costs associated with forcing access.

Yours sincerely

<Name>

<Job Title>

Appendix 5 – Customer Notification Letter of Lock Change

<Initials>

Name

Address 1

Address 2

Town

Post Code

<Date>

Dear <Resident's Name>

FORCED ENTRY TO PROPERTY DUE TO NO ACCESS IN RELATION TO GAS SAFETY CHECK

After numerous failed attempts by our contractor and Ark to obtain access to your property to complete your Annual Gas Safety Check, Ark had made arrangements to Force Access on, <DATE> to gain access to your property.

We sent you a letter to you on <DATE> detailing the date and time that the Forced Access would take place. As you were not present in your property to allow access we have had to change the locks of your property in order to gain access. You now require to contact us immediately on <Phone Number> within normal working hours 9am – 5pm Monday to Friday. We can then make arrangements with you to uplift the keys from the office. You will require to bring proof that you are the tenant in order to be given the keys.

You will be recharged for the cost of the forced access. The total cost will be forwarded to you once we have received the invoice from our contractor.

We require you to urgently contact your Housing Officer as soon as you receive the invoice to make arrangements to pay the debt. If you do not respond to it and do not make payment arrangements, we will seek payment of the debt through our solicitors by raising

legal proceeding against you. Please note that any further costs that are incurred by Ark throughout this process will also be recharged to you.

Should you require further information please contact your Housing Officer.

Yours sincerely

<Name>
<Job Title>

Appendix 6 – Notification of Forced Access Via Key Provided

<Initials>

Name
Address 1
Address 2
Town
Post Code

<Date>
Dear <Resident's Name>

FORCED ENTRY TO PROPERTY DUE TO NO ACCESS IN RELATION TO GAS SAFETY CHECK

After numerous failed attempts by our contractor and Ark to obtain access to your property to complete your Annual Gas Safety Check, Ark had made arrangements to Force Access on, <DATE> to gain access to your property.

We sent a letter to you on <DATE> detailing the date and time that the Forced Access would take place. As you were not present in your property to allow access, we have had to access your property to carry out the gas safety check using the master access key.

Should you require further information please contact your Housing Officer.

Yours sincerely

<Name>
<Job Title>

Appendix 7 – Forced Access Checklist

7 – Forced Access Checklist

| | | | | |
|-------------------------------------------------|-----|--------------------------|----|--------------------------|
| Gas Servicing - Forced Access | | | | |
| Name | | | | |
| Address | | | | |
| People Present | | | | |
| Tenant Present | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| No of Tenants Present | | | | |
| Boiler and Fire Complete | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Boiler only Complete | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Fire only | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Service complete | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Unable to complete service - no credit in meter | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Gas or electric meter | | | | |
| Tenant agreed to cap supply | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Tenant refuses to cap supply | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Tenant refuses access | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Was tenant: | | | | |
| Aggressive: | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Threatening: | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Swearing: | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Violent: | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |

Appendix 8 – Signed Statement – Forced Access – Boiler and fire.

AFFIDAVIT

FORCED ACCESS FOR GAS SAFETY CHECK

We the undersigned, confirm that at the 'Forced Access' of {Name}, {Address}, on {Forced Access Date and Time} that access was forced, and the customer was not present in the property, there was also no other person present in the property.

The Joiner forced the access to the property. The Gas Engineer and the Asset Officer entered the property and went straight to the boiler location. The Boiler was then serviced.

The Gas Engineer and the Asset Officer then located the Gas Fire. The Gas Fire was then serviced.

The Joiner and Housing Officer at the same time were at the front door changing the lock.

We furthermore confirm that at no point was any one person alone in the property. The Joiner and Housing Officer were together at all times and the Gas Engineer, and the Asset Officer were together at all times.

We all then left the property together the property was then locked, secured and the customer's notification letter was pinned to the door.

| | | | |
|----------------------------|--|------|--|
| Asset Officers Signature | | Date | |
| Housing Officers Signature | | Date | |
| Gas Engineers Signature | | Date | |
| Joiners Signature | | Date | |

For office use only

Copies to: [00] Contract Administrator (Main File)
Asset Officer

Housing Officer

Appendix 10 – Signed Statement – Forced Access – Fire only.

AFFIDAVIT

FORCED ACCESS FOR GAS SAFETY CHECK

We the undersigned, confirm that at the 'Forced Access' of {Name}, {Address}, on {Forced Access Date and Time} that access was forced, and the customer was not present in the property, there was also no other person present in the property.

The Joiner forced the access to the property.

The Gas Engineer and the Asset Officer entered the property and went straight to the Gas Fire location. The Gas Fire was then serviced.

The Joiner and Housing Officer at the same time were at the front door changing the lock. We furthermore confirm that at no point was any one person alone in the property. The Joiner and Housing Officer were together at all times and the Gas Engineer, and the Asset Officer were together at all times.

We all then left the property together the property was then locked, secured and the customer's notification letter was pinned to the door.

| | | | |
|----------------------------|--|------|--|
| Asset Officers Signature | | Date | |
| Housing Officers Signature | | Date | |
| Gas Engineers Signature | | Date | |
| Joiners Signature | | Date | |

For office use only

Copies to: [00] Contract Administrator (Main File)
Asset Officer

Housing Officer

Appendix 11 – Signed Statement – Forced Access – Boiler and fire not service – gas capped.

AFFIDAVIT

FORCED ACCESS FOR GAS SAFETY CHECK

We the undersigned confirm that at the 'Forced Access' of {Name}, {Address}, on {Forced Access Date and Time} that access was forced, and the customer was not present in the property, there was also no other person present in the property.

The Joiner forced the access to the property.

The Gas Engineer and the Asset Officer entered the property and went straight to the Boiler location. The Boiler was unable to be serviced as the prepaid Gas meter and/or Electric meter had no credit for the Gas Safety Check to take place.


The Gas Engineer, in the interest of safety then capped the gas supply at the meter. The Joiner and Housing Officer at the same time were at the front door changing the lock.

We furthermore confirm that at no point was any one person alone in the property. The Joiner and Housing Officer were together at all times and the Gas Engineer, and the Asset Officer were together at all times.

We all then left the property together the property was then locked, secured and the customer's notification letter was pinned to the door.

| | | | |
|----------------------------|--|------|--|
| Asset Officers Signature | | Date | |
| Housing Officers Signature | | Date | |
| Gas Engineers Signature | | Date | |
| Joiners Signature | | Date | |

For office use only

Copies to:  Contract Administrator (Main File)
Asset Officer

Housing Officer

Appendix 12 – Signed Statement – Forced Access – Boiler only not serviced – Gas capped.

AFFIDAVIT

FORCED ACCESS FOR GAS SAFETY CHECK

We the undersigned confirm that at the 'Forced Access' of {Name}, {Address}, on {Forced Access Date and Time} that access was forced, and the customer was not present in the property, there was also no other person present in the property.

The Joiner forced the access to the property.

The Gas Engineer and the Asset Officer entered the property and went straight to the Boiler location. The Boiler was unable to be serviced as the prepaid Gas meter and/or Electric meter had no credit for the Gas Safety Check to take place. The Gas Engineer, in the interest of safety then capped the gas supply at the meter.


The Joiner and Housing Officer at the same time were at the front door changing the lock.

We furthermore confirm that at no point was any one person alone in the property. The Joiner and Housing Officer were together at all times and the Gas Engineer, and the Asset Officer were together at all times.

We all then left the property together the property was then locked, secured and the customer's notification letter was pinned to the door.

| | | | |
|----------------------------|--|------|--|
| Asset Officers Signature | | Date | |
| Housing Officers Signature | | Date | |
| Gas Engineers Signature | | Date | |
| Joiners Signature | | Date | |

For office use only

Copies to:  Contract Administrator (Main File)
Asset Officer

Housing Officer

Appendix 13 – Signed Statement – Forced Access – Fire only not serviced – Gas capped.

AFFIDAVIT

FORCED ACCESS FOR GAS SAFETY CHECK

We the undersigned confirm that at the 'Forced Access' of {Name}, {Address}, on {Forced Access Date and Time} that access was forced, and the customer was not present in the property, there was also no other person present in the property.

The Joiner forced the access to the property.

The Gas Engineer and the Asset Officer entered the property and went straight to the Gas Fire location. The Gas Fire was unable to be serviced as the prepaid Gas meter and/or Electric meter had no credit for the Gas Safety Check to take place.


The Gas Engineer, in the interest of safety then capped the gas supply at the meter. The Joiner and Housing Officer at the same time were at the front door changing the lock. We furthermore confirm that at no point was any one person alone in the property.

The Joiner and Housing Officer were together at all times and the Gas Engineer, and the Asset Officer were together at all times.

We all then left the property together the property was then locked, secured and the customer's notification letter was pinned to the door.

| | | | |
|----------------------------|--|------|--|
| Asset Officers Signature | | Date | |
| Housing Officers Signature | | Date | |
| Gas Engineers Signature | | Date | |
| Joiners Signature | | Date | |

For office use only

Copies to:  Contract Administrator (Main File)
Asset Officer

Housing Officer

Appendix 14 – Capping the gas supply - Disclaimer.

DISCLAIMER

PERMISSION FOR ARK TO ISOLATE THE GAS SUPPLY

I, {Name}, as a tenant with Ark at the address of {Address}, hereby authorise Ark to instruct their appointed Gas Contractor working for Ark to isolate and cap the mains Gas supply to property detailed above.

I accept all the liability and responsibility for this authorisation. I confirm that I am the bill payer and the account owner at the above-mentioned address.

I agree that it has been explained to me, and that I understand, that I will have no means of mains heating and/or hot water until I contact Ark, after I have arranged to provide adequate credit to the Gas and/or Electric Quantum Meters (pre-paid meter) in order to reconnect the gas supply.

I too confirm that I have been offered temporary heating and hot water facilities.

I agree that I accept the liability and responsibility for any and all cost associated with the reinstatement of the gas supply works to the abovementioned address.

I furthermore agree that I will not make a future claim against Ark or Richard Irvin in relation to the isolation of my Gas supply at my request and authorisation.

Note: If joint tenancy both should sign

| | | | |
|------------------|--|------|--|
| Tenant Signature | | Date | |
| Tenant Signature | | Date | |
| Ark Signature | | Date | |

Appendix 15 – Capped gas supply letter

<Initials>

Name

Address 1

Address 2

Town

Post Code

<Date>

Dear <Resident's Name>

Capped Supply

A contractor visited your property on behalf of Ark to obtain access to your property to complete your Annual Gas Service.

We sent you a letter to you on <DATE> detailing the date and time that the visit would take place. As the gas safety check was unable to be carried out due to no credit in the meter, the gas has been capped. You now require to contact us immediately on <Phone Number> within normal working hours 9am – 5pm Monday to Friday. We can then make arrangements to uncap your meter.

Should you require further information please contact your Housing Officer.

Yours sincerely

<Name>

<Job Title>