

Report to	Cabinet	Item
	11 December 2013	
Report of	Tracy John, head of housing	8
Subject	Review of housing gas safety management & gas safety inspection and access policies	

Purpose

To consider the revised gas safety management and gas safety inspection & access policies.

Recommendation

To approve the gas safety management and gas safety inspection & access policies for tenants of Norwich City Council.

Corporate and service priorities

The report helps to meet the corporate priority “decent housing for all”.

Financial implications

The gas safety inspection and access policy will determine expenditure against the existing housing budget set for gas servicing, repairs and maintenance for council tenants for the financial year 2013-14 and future years within the current investment plan.

Ward/s All wards

Cabinet member Councillor Bremner - housing

Contact officers

Chris Rayner, head of property service (NPS Norwich)	01603 227902
Rachael Warnes, business improvement team leader (NPS Norwich)	01603 227906
Tracy John, head of housing	01603 212120

Background documents

None

Report

Background

1. Norwich City Council has legal obligations under a number of statutes and regulations including:

- Gas Safety (Installation and Use) Regulations 1998 (GSIUR)
- Health and Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Workplace (Health Safety & Welfare) Regulations 1992
- The Landlord and Tenant Act 1985.

Norwich City Council carries out annual gas safety inspections to circa 15,500 residential properties.

2. The attached gas safety management policy specifically relates to the roles and responsibilities within the council and its managing agents for the achievement of gas safety, and adherence to statutory responsibilities.
3. The attached gas safety inspection and access policy specifically relates to gas safety inspections and matters of gas safety (and associated procedures) for tenants of the council managed by the housing service. All references within the policy document referring to tenants or customers are council housing tenants, and all references to council are referring to the council in its landlord capacity.
4. Both policies should be read in conjunction with the planned and cyclical maintenance policy.

Funding

5. The housing service is committed to gas safety and ensuring that an annual gas safety inspection is carried out at all properties owned and managed by Norwich City Council and its contractors.
6. The housing service is committed to ensuring that all properties are gas safe; this includes carrying out additional gas safety inspections when properties become void or when a mutual exchange takes place.
7. Works will be funded for the financial year 2013-14 from the existing housing budget of £2.055 million (revenue) for all gas safety inspections.

Policy

8. The policies aim to:

- a) Ensure that gas appliances and fittings provided by Norwich City Council are properly maintained so that they remain in a safe, effective and efficient condition.

- b) Ensure that Norwich City Council meets all its statutory and regulatory obligations in respect of gas safety and maintenance.
 - c) Maintain the quality and good condition of Norwich City Councils' housing stock in respect of gas appliances and fittings.
 - d) Ensure that an annual gas safety check and servicing is carried out on all gas appliances and fittings where Norwich City Council is responsible for their maintenance. In addition to ensure that the best use is made of existing adapted council properties whilst offering tenants a value for money service.
 - e) Ensure that arrangements are in place to implement the council's health and safety management system
 - f) Ensure that relevant officers are complying with all relevant safety guidelines and best practice and adhering to policies and procedures.
 - g) Demonstrate commitment to continuous safety improvement.
9. The gas safety inspection & access policy will be applied in conjunction with the council's allocations policy and tenancy policy.

Consultation

10. The policy has been developed in conjunction with the following stakeholders:

- a) NPS Norwich (formerly property services)
- b) Gasway
- c) Tenant representatives
- d) Other relevant council officers

Equality

11. The impact assessment did not highlight any equality implications.

Integrated impact assessment



NORWICH
City Council

Report author to complete

Committee:	Cabinet
Committee date:	11 th December 2013
Head of service:	Chris Rayner
Report subject:	Gas Safety Inspection & Access Policy
Date assessed:	01/11/2013
Description:	<p>The policy is designed to:</p> <ol style="list-style-type: none">1. ensure that gas appliances and fittings provided by Norwich City Council are properly maintained so that they remain in a safe, effective and efficient condition.2. ensure that Norwich City Council meets all its statutory and regulatory obligations in respect of gas safety and maintenance.3. maintain the quality and good condition of Norwich City Councils' housing stock in respect of gas appliances and fittings.

	4. ensure that an annual gas safety check and servicing is carried out on all gas appliances and fittings where Norwich City Council is responsible for their maintenance.
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	Impact			
Economic (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other departments and services e.g. office facilities, customer contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ICT services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Economic development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Financial inclusion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Social (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>S17 crime and disorder act 1998</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Human Rights Act 1998	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Health and well being	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The policy ensures that our homes are safe places for our customers to live

	Impact			
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Eliminating discrimination & harassment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Advancing equality of opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural and built environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The annual gas safety check will identify any boilers that are no longer running efficiently and these are added to a programme for upgrade where appropriate
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments

	Impact			
Risk management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Recommendations from impact assessment				
Positive				
The policy ensures that our properties are safe, healthy places for our customers to live, and that all gas safety issues can be identified				
Negative				
N/A				
Neutral				
N/A				
Issues				
N/A				

POLICY APPENDIX	GAS SAFETY INSPECTION AND ACCESS APPENDIX 1 KEY PERFORMANCE INDICATORS & MANAGEMENT INFORMATION	
DATE ISSUED:	December 2013	REVIEW DATE: December 2014
ISSUED BY:	NPS Norwich (property services)	

Definition	Reported to	Target
Audited properties with correctly completed Landlord Gas Safety Records as % of audits of LGSR technical information	Contractor liaison meeting, strategic liaison meeting	95%
Audited properties with correctly serviced appliances as % of servicing quality inspections	Contractor liaison meeting, strategic liaison meeting	95%
% of audited property records with current year's LGSR	Contractor liaison meeting, strategic liaison meeting	5%
% of dwellings with a valid gas safety certificate	Client (NCC), Tenant Group, Contractor liaison meeting, strategic liaison meeting	100%
% of properties without valid Landlord Gas Safety Record: 0-1 month overdue	Contractor liaison meeting, strategic liaison meeting	N/A
% of properties without valid Landlord Gas Safety Record: 1-3 months overdue	Contractor liaison meeting, strategic liaison meeting	N/A
% of properties without valid Landlord Gas Safety Record: 3-6 months overdue	Contractor liaison meeting, strategic liaison meeting	N/A
% of properties without valid Landlord Gas Safety Record: legal action being taken	Contractor liaison meeting, strategic liaison meeting	100%
Satisfaction with gas servicing arrangements % very or fairly satisfied	Contractor liaison meeting, strategic liaison meeting	95%
Response rate to gas servicing satisfaction survey as a % of surveys sent out	Contractor liaison meeting, strategic liaison meeting	20%

POLICY APPENDIX	GAS SAFETY INSPECTION AND ACCESS APPENDIX 2 SERVICE STANDARDS	
DATE ISSUED:	December 2013	REVIEW DATE: December 2014
ISSUED BY:	NPS Norwich (property services)	

No.	Service Standard
1.	All gas appliances supplied by Norwich City Council will be safety checked and serviced annually by a Gas Safe Registered engineer following the manufacturer's instructions.
2.	All customers will receive a copy of the CP12 following a safety check and service.
3.	All gas and solid fuel appliances, pipework and flues provided by Norwich City Council will be repaired and maintained to the approved standards.
4.	Where a safety check and service is required customers will receive an appointment confirmed in writing giving at least one week's notice.
5.	Engineers will attend on the time and date appointed.
6.	Engineers will always show identification including confirmation that they are appropriately qualified.
7.	Engineers will be polite and professional at all times, show respect for customers and their property, and be clean and tidy.
8.	Engineers will respect the diversity of customers including their religious and cultural requirements.
9.	Information will be provided in plain language and include, on request, translation into ethnic community languages, and large print, Braille and audio versions.
10.	We will endeavour to consult customers whenever changes are made to Norwich City Councils gas safety policies.
11.	All customers will be provided with a customer feedback form and a pre-paid envelope.

POLICY		GAS SAFETY INSPECTION AND ACCESS	
DATE ISSUED: December 2013		REVIEW DATE: December 2014	
ISSUED BY: NPS Norwich (property services)			
PURPOSE OF POLICY			
<p>The purpose of the policy is to set out the roles and responsibilities within the council and its managing agents for the achievement of gas safety, and adherence to statutory responsibilities.</p> <p>The policy should be read in conjunction with the Gas Safety Management Policy and the Planned and Cyclical Maintenance Policy.</p>			
AUTHORISATION			
<p>It is anticipated that this policy will be approved by Cabinet in December 2013. It delegates the authority to assess individual cases to the head of property services (NPS Norwich), and where appropriate, and reasonable to do so, agree exceptions to the policy.</p> <p>The policy will be reviewed on an annual basis and the authority to agree revisions will be delegated to the deputy chief executive (operations).</p>			
RELEVANT LEGISLATION INFORMING THIS POLICY			
<ol style="list-style-type: none">1. Health and Safety at Work Act 19742. Gas Safety (Installation and Use) Regulations 19983. Management of Health and Safety at Work Regulations 19994. Gas Safety (Management) Regulations 1996			
CONTRIBUTES TO CORPRATE PRIORITIES			
<p>The policy helps to meet the corporate priorities ‘to make Norwich a city with decent housing for all’ and ‘to provide value for money services’.</p>			

CONTENTS
<ol style="list-style-type: none"> 1. Introduction 2. Scope of safety checks and servicing

3. Implementing the gas safety inspection programme
4. Follow up action
5. Tenants' appliances and installations
6. Voids, new tenancies and mutual exchanges
7. Health and safety
8. Contractor qualifications
9. Quality assurance
10. Performance management and contractor supervision
11. Service standards
12. Complaints
13. Monitoring and review

1. INTRODUCTION

1.0 Introduction

Gas is a convenient, efficient and effective fuel for space heating, heating water, cooking and other applications. However, it is also associated with some health and safety issues including most notably carbon monoxide poisoning and gas escapes. Each year around 20 people die through carbon monoxide poisoning in the United Kingdom. This policy is designed to ensure that Norwich City Council takes all reasonably practical steps to avoid, minimise and manage risks to its tenants.

This policy should be read in conjunction with Norwich City Council's Gas Safety and Servicing Procedure and the Planned and Cyclical Maintenance policy.

1.1 Policy objectives

- To ensure that gas appliances and fittings provided by Norwich City Council are properly maintained so that they remain in a safe, effective and efficient condition.
- To ensure that Norwich City Council meets all its statutory and regulatory obligations in respect of gas safety and maintenance.
- To maintain the quality and good condition of Norwich City Councils' housing stock in respect of gas appliances and fittings.
- To ensure that an annual gas safety check and servicing is carried out on all gas appliances and fittings where Norwich City Council is responsible for their maintenance.

1.2 Definitions

Within this policy the term "gas appliances and fitting" is intended to refer to any gas appliance, flue or installation pipework.

1.3 Legal requirements

1) Norwich City Council has legal obligations under a number of statutes and regulations including:

- Gas Safety (Installation and Use) Regulations 1998 (GSIUR)
- Health and Safety at Work Act 1974

- The Management of Health and Safety at Work Regulations 1999
- The Workplace (Health Safety & Welfare) Regulations 1992
- The Landlord and Tenant Act 1985.

2) Regulation 36 of the GSIUR requires landlords to ensure that all gas appliances and fittings (including gas installation pipework and flues) provided by the landlord are maintained in a safe condition.

3) Regulation 36 also requires landlords to carry out a safety check on gas appliances and fittings in all properties at least once in every 12 month period.

4) Where it has not been possible to carry out a gas safety check within the prescribed period because access has not been provided, landlords are required to demonstrate that all reasonable steps to secure access have been taken.

5) Regulation 36 requires that, once a safety check has been completed, landlords provide their tenants with a copy of the landlord's gas safety record (CP12 certificate) confirming this within 28 days of the safety check being carried out.

6) Regulation 36 requires that new tenants are provided with a CP12 in relation to the most recent gas safety check prior to taking up occupation. The gas safety check must have been carried out within 12 months of the new tenancy commencing.

7) Landlords are required to keep records for at least 2 years of all gas safety checks carried out and for these to be available for inspection by tenants and other interested parties.

8) Regulation 3 of the GSIUR requires that only competent persons (currently Gas Safe Register accredited gas engineers) shall carry out gas safety checks, repairs, installations and other relevant works.

9) Regulation 30 of the GSIUR requires that gas fires, gas space heaters or gas water heaters are not installed in a room intended to be used as a bathroom or shower, or for sleeping accommodation, unless it is room sealed.*¹

10) The Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 require employers to carry out a risk assessment including in relation gas safety checks and servicing as they relate to employees, tenants and other affected individuals.

11) The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) require employers, the self employed and people in control of premises to report:

- deaths
- major injuries
- over-3-day injuries – where an employee or self-employed person is away from work or unable to perform their normal work duties for more than 3 consecutive days
- injuries to members of the public or people not at work where they are taken from the scene of an accident to hospital

- some work-related diseases
- dangerous occurrences – where something happens that does not result in an injury, but could have done
- Gas Safe registered gas fitters must also report dangerous gas appliances and fittings they find, and gas conveyors/suppliers must report some flammable gas incidents;
- death or major injury arising out of carbon monoxide poisoning

12) Section 11 of the Landlord and Tenant Act 1985 requires landlords to “keep in repair and proper working order” installations for the supply of gas and installations for space heating and heating water in its rented accommodation.

**₁ An installation that has a 14 kilowatt gross heat input or less may be fitted in sleeping accommodation provided it incorporates a safety control designed to shut down the appliance before there is a build up of a dangerous quantity of the products of combustion in the room concerned.*

1.4 Audit Commission and the Health and Safety Executive

In developing this policy, Norwich City Council has taken into account the guidance provided by the Audit Commission’s Housing Inspectors in the document “Gas Safety – Guidance for Landlords” December 2005 updated in 2008.

Account has also been taken of the Gas Health and Safety section of the HSE website (www.hse.gov.uk), including Safety in the Installation and use of Gas Systems and Appliances 1998.

Note has also been taken of the Homes and Communities Agency regulatory framework in that it requires landlords to act within their legal and regulatory requirements.

1.5 Customer care and resident involvement

This policy is intended to reflect Norwich City Council’s approach to customer care and resident involvement including:

- consultation with tenants about the contents of this policy
- building in high standards of customer care within the policy
- developing, with tenants, service standards associated with this policy
- including customer feedback measures within the quality assurance and performance management arrangements described in this policy

This policy also includes measures Norwich City Council will take to ensure that the needs of older and vulnerable tenants are met, including those living in sheltered or other shared accommodation.

This policy also recognises the needs of diverse communities and reflects Norwich City Council’s policies on equality and diversity.

2. SCOPE OF SAFETY CHECKS AND SERVICING

2.1 Coverage

This policy applies to all properties and gas appliances where Norwich City Council has a legal or regulatory duty to maintain gas appliances and fittings. This includes:

- all properties owned and/or managed by Norwich City Council where gas is provided
- all gas appliances and fittings provided by Norwich City Council as the landlord
- all gas appliances and fittings provided by former tenants where these have been left in place following re-letting
- all gas appliances and fittings provided by current tenant's that Norwich City Council have agreed (in writing) to adopt
- gas appliances and fittings, including communal boilers, provided by Norwich City Council in sheltered accommodation, hostels, other shared accommodation or within shared heating schemes
- gas appliances and fittings provided in shared ownership/leased accommodation may be included

Norwich City Council also has a responsibility in respect of any portable gas appliances and flues including liquid petroleum gas (LPG) appliances it has provided. However, Norwich City Council does not generally provide such appliances and its tenancy conditions exclude the use of LPG appliances in tenants' homes where the safety and layout of the home do not allow for the suitable storage of bottled gas appliances.

Although Norwich City Council does not have a legal duty in respect of leasehold properties where the lease is for seven years or more, this policy includes provisions for leaseholders in order to ensure the health and safety of its leaseholders and neighbouring residents.

This policy applies to shared ownership properties and/or tenancies that are sub-let.

All flues within properties are included within this policy.

This policy does not relate to solid fuel, electricity or other forms of heating provided in Norwich City Council homes.

Whilst Norwich City Council does not have a legal obligation under the GSIUR to maintain gas appliances and fittings it has not provided, this policy includes an annual safety check of tenants' gas appliances and fittings but does not include servicing or other maintenance.

2.2 Safety check and servicing frequency

It is intended that each property with a gas fitting where Norwich City Council is responsible for maintenance will receive a gas safety check and service within 12 months of the previous check and service.

Where a property is re-let, a gas safety check will be carried out prior to the gas installation or appliances being reconnected when the new tenant takes up occupation. A full gas safety check will be carried out at the point of gas-reinstatement. The re-let property will then be included in the gas safety check and servicing programme with the next safety check due to take place within 12 months of the safety check carried out at the time of re-let/re-instatement.

For newly installed gas heating or appliances, a gas safety check and service will be carried out within 12 months of installation or less if required by the manufacturer's instructions.*₂

2.3 Gas safety check and service content

The contractor will carry out gas safety checks and servicing in line with:

- the manufacturer's instructions for each gas fitting
- the GSIUR and the HSE Approved Code of Practice*₃
- Gas Safe Register Guidance and any other relevant guidance

In all cases, gas safety checks and servicing will be carried out by gas engineers who have a current Gas Safe Register accreditation appropriate to the appliance being checked and serviced and are qualified to a recognised standard (ACS certificate) for each relevant appliance type.

Where CO alarms/detectors have been fitted by Norwich City Council they will be included as part of the annual safety check.

**₂ For newly installed gas heating boilers a benchmark record will be generated at installation recording the steps taken at installation including system flushing. This will help validate the warranty and provide a benchmark for future servicing and repair.*

**₃ Safety in the Installation and use of Gas Systems and Appliances, HSE, 1998.*

3. IMPLEMENTING THE GAS SAFETY CHECK PROGRAMME

Norwich City Council recognises that, in order to fulfil its obligations in providing gas safety checks, it is crucial to enlist the support of tenants in providing access to gas engineers. It will achieve this by promoting the safe use of gas appliances including the need for an annual gas safety check, by providing clear notification of the need for access accompanied by an appointment date, and by the use of legal remedies to secure access as a last resort where access has been denied.

Programme implementation and access procedures are included within the Gas Safety and Servicing Procedure (appendix 3).

4. FOLLOW UP ACTION

If the gas safety check reveals an unsafe situation the contractor will determine the appropriate action to be taken.

In dealing with unsafe situations as described in Regulation 34 of the GSIUR 1998, Norwich City Council will comply with the procedure laid down in the Gas Industry Unsafe Situations Procedure, sixth edition. This procedure identifies unsafe situations on two levels:

- **Immediately Dangerous** - an appliance/installation which, if operated or left

connected to the gas supply, is an immediate danger to life or property.

- **At Risk** - an appliance/installation where one or more faults exist and which, as a result, if operated, may in the future constitute a danger to life or property.

A third category, **Not to Current Standards**, is also identified that relates to an appliance/installation that, although operating safely, does not comply with the latest standards.

A follow up procedure has been included within the Gas Safety and Servicing Procedure.

5. TENANTS APPLIANCES AND INSTALLATIONS

In the interest of the health and safety of Norwich City Council tenants, a visual safety check, excluding servicing, will offered to tenants for their own gas cooking appliances and fittings.

The contractor will identify all gas fitting belonging to the tenant and record these on the gas inspection record.

A tenants' gas appliances and fittings procedure has been included within the Gas Safety and Servicing Procedure.

6. VOIDS, NEW TENANCIES AND MUTUAL EXCHANGES

Norwich City Council will cap off the gas supply in all void properties. Upon re-letting, the gas supply will be reconnected (once the tenant has arranged a gas supplier), and a gas safety check and servicing carried out.

A gas safety check will be carried out in those properties where a mutual exchange is taking place.

All new tenants, including those in mutual exchanges, will be provided with a CP12 certificate.

A detailed procedure for void properties and new tenants is included in Norwich City Councils Gas Safety and Servicing Procedure.

7. HEALTH AND SAFETY

Norwich City Council is required to ensure the health and safety of its employees, its tenants and other persons affected by its activities. Norwich City Council will comply with the relevant Health and Safety legislation at all times, and act in accordance with the Norwich City Council Health and Safety Policy.

A health and safety procedure is included in Norwich City Councils Gas Safety and Servicing Procedure.

8. CONTRACTOR QUALIFICATIONS

In accordance with Section 3 of the GSIUR, all contractors carrying out gas safety checks, servicing, repairs, installations and other relevant works on behalf of Norwich City Council are required to have a current Gas Safe Register accreditation with appropriate ACS accreditation.

Procedures on how this will be monitored are included in the Norwich City Council Gas Safety and Servicing Procedure.

9. QUALITY ASSURANCE

Demonstrating good quality in gas safety checks and servicing is essential to securing the health and safety of tenants. With reference to the best practice identified by the Audit Commission^{*4}, Norwich City Council will introduce a quality assurance regime.

This is described in detail within Norwich City Councils Gas Safety and Servicing Procedure.

^{*4} Gas Safety – Guidance for Landlords, Audit Commission, December 2005 updated 2008.

10. PERFORMANCE MANAGEMENT AND CONTRACTOR SUPERVISION

Norwich City Council will manage performance and supervise contractors via a suite of agreed key performance indicators (KPI's) and other management information. These have been included in appendix 1.

High level KPI's will be reported each quarter to appropriate governance body and/or management team.

More detailed KPI's and management information relevant to the performance of the contractor and agreed with the contractor will be reported monthly to the contract liaison meeting.

Wherever appropriate, performance targets will be agreed and monitored. These will be reviewed and revised each year in order to secure continuous improvement.

Benchmarking will be used wherever benchmarking information is available to help ensure that Norwich City Council performance reflects upper quartile performance demonstrated by other comparable providers.

11. SERVICE STANDARDS

Service standards for gas servicing have been agreed with customers and appear in appendix 2.

12. COMPLAINTS

Any complaints about this policy or its implementation will be addressed through the council's corporate complaints system. Complaints may be made on a standard form, available from the council's reception areas, or online at www.norwich.gov.uk.

Complaints made in person, by letter or by email will be directed into the corporate scheme.

13. MONITORING AND REVIEW

The policy will be monitored in accordance with the council's performance framework. It will be reviewed on an annual basis, and whenever there is a fundamental change of legislative or regulatory provisions. Minor amendments to the policy will be subject to the approval of the Deputy chief executive (operations).

PROCEDURE	GAS SAFETY INSPECTION AND ACCESS APPENDIX 3 GAS SAFETY & ACCESS PROCEDURE	
DATE ISSUED:	December 2013	REVIEW DATE: December 2014
ISSUED BY: NPS Norwich (property services)		

CONTENTS
<ol style="list-style-type: none"> 1. NPS Norwich 2. Safety check and servicing programmes 3. Access procedure 4. Gas check follow up procedure 5. Tenants gas appliances and fittings procedure 6. Sleeping accommodation / open flue heating appliances 7. Voids and new tenants 8. Contractor qualifications 9. Health and safety 10. Quality assurance 11. Responsibilities 12. Monitoring and review
1. NPS NORWICH
<p>NPS Norwich is responsible for the management of Norwich City Council's asset portfolio and associated contracts. References to referral to Norwich City Council made within this document should be assumed to include NPS Norwich as appropriate.</p>
2. SAFETY CHECK AND SERVICING PROGRAMMES
<p>2.1 Promoting the safe use of gas</p> <p>Norwich City Council will provide information and advice to its tenants and leaseholders on the safe use of gas fittings including:</p> <ul style="list-style-type: none"> • The health and safety risks associated with gas including carbon monoxide poisoning and gas escapes. • The need to maintain gas appliances, installations and flues including Norwich City Council's legal duty to carry out an annual gas safety check. • The tenant's duty to provide access and how Norwich City Council will seek to arrange access including notice periods and appointments. • The legal remedies available to Norwich City Council as a last resort where access is not provided.

- The tenant's responsibilities in respect of gas appliances not provided by Norwich City Council.
- How to report gas repairs.
- What to do in the event of an unsafe situation including a suspected carbon monoxide or gas leak.
- Advice on keeping rooms with gas appliances such as gas fires ventilated.
- Information on inappropriate appliances and installations including portable LPG heaters and gas appliances in bathrooms, shower rooms and rooms intended for sleeping.

Norwich City Council will employ a number of ways to ensure that its tenants and leaseholders are well informed including:

- A specific clause in the Tenancy Agreement requiring the tenant to provide access for essential safety checks.
- The tenants' handbook and other written material such as service information leaflets.
- The Norwich City Council and gas contractor website.
- Tenant and leaseholder newsletters.
- Posters and leaflets.
- Tenant and leaseholder groups.
- Tenant and leaseholder events.

2.2 Gas appliance record

Norwich City Council will maintain a record of all its tenancies including the gas appliances and fittings it has provided within these properties. Where available, the following information will be recorded:

- A description of the fitting.
- The make, model and location of appliances.
- Date of installation.
- Safety check and servicing history.
- Date of next safety check and service.

The gas appliance record will be made available to the contractor in order to assist with the development of the gas safety check programme.

As part of the annual gas safety check, the contractor will check that the gas appliance record is correct and will make Norwich City Council aware of any variations from the record so that the record may be updated.

A record will also be kept of tenancies where the gas has been disconnected. This will be checked each year by the contractor as part of the annual gas safety check programme to ensure that the gas has not been reconnected.

Norwich City Council will put in place arrangements for entering new or acquired properties onto the record and deleting properties that have been demolished or disposed of.

2.3 Gas safety check programme

Norwich City Council will agree with its gas servicing contractor an annual programme for carrying out gas safety checks and servicing.

The target date for the first service visit to each property will be 10 months after the previous safety check. It may be anticipated that the contractor will be unable to gain access to all tenancies at first visit so that further appointments will be required. Setting the first visit date at 10 months will allow time for these further appointments to be made and help ensure that all properties are checked within 12 months.

Where practicable, the programme will be based on geographic areas so as to reduce travelling and costs, but the need to meet the annual target deadline will remain paramount.

Priority will also be given to those tenancies where there is a history of non access to help minimise the risk of further non-access.

The importance of the gas safety check programme will be promoted to tenants on the Norwich City Council website and promotion of gas safety and the annual service will also be advertised through the tenants and leaseholder newsletter.

2.4 Sheltered accommodation

For sheltered accommodation, the contractor will advise the scheme manager or other appropriate manager or caretaker prior to gas safety checks being carried out. Scheme managers and other appropriate managers or caretakers will assist the contractor when required in informing residents when gas safety checks are due and in securing access.

The contractor will hand deliver letters to each scheme in accordance with the servicing schedule. The contractor will ensure that where possible, all safety checks within the scheme are carried out in the same period, during summer months.

Norwich City Council will provide an up to date list of scheme managers and other appropriate managers and caretakers including contact details to the gas contractor.

2.5 Vulnerable tenants

Norwich City Council recognises that some tenants may be vulnerable and require additional support.

Subject to the requirements of the Data Protection Act 1998, Norwich City Council will provide the contractor with access to any relevant information concerning tenants prior to the gas safety check programme coming into effect. This will include information where the tenant may be vulnerable, where there are language or reading issues, and where the tenant may pose a risk or some other relevant circumstance applies. The contractor will be expected to take reasonable measures to address any special circumstances e.g. by contacting a tenant's carer or a support agency.

Norwich City Council will provide appropriate information, advice and support to contractors on request in relation to specific individuals or groups of individuals who are vulnerable. This will include support from sheltered scheme managers, support workers and other appropriate managers.

All written information and correspondence with tenants will include strap lines specified by Norwich City Council advertising the availability of translations into the appropriate minority ethnic community languages. Large print, Braille and audio versions will also be made available.

The contractor will have reasonable access on request to interpreting and translations services employed by Norwich City Council.

All information provided to the contractor in relation to tenants will be treated by the contractor as confidential and the contractor will be required to comply with the Data Protection Act at all times.

3. ACCESS PROCEDURE

3.1 Stage one (contractor)

All gas safety check and servicing visits will be made by appointment. Appointments may be made in writing or by telephone or email. Where they are made by telephone they will also be confirmed in writing.

The contractor will make an appointment no less than 1 week and no more than two weeks prior to the date of the gas safety check and servicing visit.

This appointment will be confirmed by the contractor in writing (Procedure Appendix A).

Where a telephone or mobile telephone number is available for the tenant, the contractor will telephone and/or text the tenant on the day prior to the appointment date to remind the tenant and check that access will be available.

Where the contractor attends the property but is unable to gain access, a suitable no access card will be left asking the tenant to contact the contractor immediately in order to re-arrange an appointment date.

No access visits will be recorded by the contractor in all cases.

3.2 Stage two (contractor)

If access is not achieved at Stage One, within one week of the previous appointment date (or where agreed with the tenant), the contractor will make a second appointment for a gas safety check. This will be confirmed in writing by the contractor giving at least 1 weeks notice (Procedure Appendix B).

As at stage one, wherever possible the contractor will telephone and/or text the tenant

on the day prior to the appointment date to remind the tenant and check that access will be available.

Where the contractor attends the property but is unable to gain access, a suitable no access card will be left asking the tenant to contact the contractor immediately in order to re-arrange an appointment date.

Where the contractor attends the property but is unable to gain access, a red no access sticker will be affixed to the tenant's front door advising of the visit. The red sticker will advise the tenant that the engineer has called that day to carry out the gas safety inspection. It will stress the importance of gas safety, and contain information on how the tenant can make contact with the contractor. The sticker will provide the tenant with the date of the next appointment.

A suitable no access letter will be left by the contractor (Procedure Appendix C) advising the tenant that they will call again on the date provided on the red sticker. The letter will give notice that a recharge amount will be invoiced to the tenant in the case of a missed third appointment.

The contractor will notify NPS Norwich property services team of all failed second appointments within 1 working day of the missed appointment.

No access visits will be recorded by the contractor in all cases.

3.3 Stage three

If access is not achieved at Stage Two, within one week of the previous appointment date (or where agreed with the tenant), the contractor will make a third appointment for a gas safety check. This will be confirmed in writing by the contractor giving at least 1 weeks notice (Procedure Appendix D).

Where appropriate, the appointment will be made out of normal working hours, for example at weekends.

As at the previous stages, wherever possible the contractor will telephone and/or text the tenant on the day prior to the appointment date to remind the tenant and check that access will be available.

Where the contractor attends the property but is unable to gain access appropriate tape will be affixed to the front door of the property (taking care not to obstruct access) indicating that a gas safety check has not been carried out.

The contractor will take a digital date and time stamped photograph of the front door of the property. The photograph will clearly show the front door of the property has been taped. The photo shall serve as additional proof that Norwich City Council's contractor attended the property on the date shown and attempted to carry out the gas safety inspection.

A no access letter and notice (Procedure Appendix E) will be left advising the tenant of forthcoming legal action and associated recharges should access fail to be gained prior

to the court date.

The notice shall instruct the tenant that if access is not arranged within 5 working days that Norwich City Council will take legal action to enter the property for the purpose of carrying out the gas safety inspection. The notice will be in duplicate, and the carbon copy will be retained by the contractor.

No access visits will be recorded by the contractor in all cases.

3.4 Stage four

Within one working day of an unsuccessful stage three safety check visit, the contractor will make an electronic referral to the NPS Norwich property services team with the details of the tenant concerned together with the dates of the unsuccessful Stage One, Stage Two and Stage Three visits, and the outcome of any contact with the tenant.

The contractor will send the paper copies of the electronic referral to NPS Norwich property services within two working days of an unsuccessful stage three safety check visit.

Upon receipt of the electronic referral from the contractor, the nominated NPS Norwich officer will update the electronic failed appointment process (Civica) with the details received from the contractor.

The nominated NPS Norwich officer will raise the relevant recharge amount for the failed third appointment by notifying the Norwich City Council general administration team asking them to debit the tenant's sub-rent account, and completing the pre-formatted invoice.

The NPS Norwich officer will send a letter using batch print (Procedure Appendix F) to the tenant notifying them of the charge for the third failed appointment, details of the associated court charges, and providing further information and advice for the tenant. This letter will be sent out by the Norwich City Council general administration team by Royal Mail Recorded Delivery.

The NPS Norwich officer will then move the electronic failed appointment process to the NHO court officer.

Upon receipt of the electronic failed appointment process the NHO court officer will begin the process to obtain a magistrate's warrant to gain entry to the property for the purposes of carrying out the annual gas safety check.

At all stages one through four, the tenant is encouraged to allow access for the gas safety check to be carried out to avoid the need for legal referral.

3.5 Neighbourhood housing officer process

Upon receipt of the notification of the failed second appointment (Stage Two, contractor), the nominated NPS Norwich officer will start an electronic failed second appointment process (Civica) for the Norwich City Council neighbourhood housing team.

Upon receipt of the electronic process the appropriate Norwich City Council neighbourhood housing officer (NHO) will attempt to make contact with the tenant(s) by visiting their home to arrange for the contractor to carry out a safety check and service.

If the tenant is home when the NHO attends the property they will contact the contractor from the property and remain with the tenant until the contractor attends to carry out the gas safety inspection.

In the above cases, the contractor will attend the property usually within one hour of receiving the phone call from the NHO.

If the tenant is not home the NHO will hand deliver a letter (to the tenant reminding them of their duty to provide access, advising them that legal action will be taken to secure access and asking them to contact the contractor (Procedure Appendix G).

The NHO will make two attempts within 10 working days of receiving the electronic referral to contact the tenant prior to the third and final appointment (Stage Three, contractor), following the same process and method.

Norwich City Council recognises that not all tenants are able to read or understand written correspondence. Consequently, the NHO will visit the tenant's home in person in all cases prior to legal action being initiated.

Where possible and appropriate, visits will be made out of normal office hours. Both visits will be scheduled at different times of the day in order to achieve the best outcome.

Where the tenancy concerned is within a sheltered scheme the NHO will make contact with the relevant scheme manager, support worker or other manager in order to secure access.

The NHO will also recheck the tenancy records to determine whether there are any circumstances that might impact on the ability or willingness of the tenant to provide access. Where appropriate, the NHO will contact relevant support agencies to inform them of the situation and seek their help in securing access.

The NHO will ensure that information about the non-access is flagged up on the computerised tenancy information system so that, for example, in the event of a tenant contacting Norwich City Council, the issue of non-access may be raised with that tenant as a follow on from the enquiry.

Where the NHO has failed to contact the tenant following 2 attempts, the electronic process will be passed to the NHO court officer.

The NHO court officer will attempt to make contact with the tenants by visiting their home to arrange for the contractor to carry out a safety check and service.

If the tenant is home when the NHO court officer attends the property they will contact the contractor from the property and remain with the tenant until the contractor attends to carry out the gas safety inspection.

In the above cases, the contractor will attend the property usually within one hour of receiving the phone call from the NHO court officer.

If the tenant is not home the NHO court officer will hand deliver a letter to the tenant advising them of the forthcoming legal action that will be taken to secure access and the associated recharges and asking them to contact the contractor. (Procedure Appendix H).

The NHO court officer will make one attempt within 5 working days of receiving the electronic referral to contact the tenant prior to the third and final appointment (Stage Three, contractor).

3.6 Legal referral

Where stages one to four have been exhausted, and access for a gas safety check has not been provided by the tenant, and no satisfactory agreement has been reached with the tenant to provide access, the NHO court officer will proceed within one week of the electronic referral for the third failed appointment from the contractor being received, with the legal process to gain entry to the property.

The following legal options will be considered:

- 1) Action under the Landlord and Tenant Act 1985 to secure possession.
- 2) Action under the Environmental Protection Act 1990 to secure access.

In the majority of cases, option 2 is the preferred method.

3.7 Recording information

On completion of the gas safety check and servicing, including failed safety checks, the contractor will complete a gas safety check certificate (CP12 Certificate). These certificates are completed electronically. The contractor will provide a copy to the tenant by post, and a copy to Norwich City Council and retain the record themselves. The record should be available for inspection on request.

In all cases, the contractor will provide a copy of the CP12 certificate to the tenant within no more than 28 days after the gas safety inspection.

For communal boilers and shared heating systems, a copy of the CP12 certificate will be displayed in a prominent location in a public area along with a statement that tenants may obtain a copy of the CP12 and where this may be obtained.

The format and content of the CP12 certificate will correspond to legal requirements and will include:

- The date the appliance was checked
- The address of the installation(s)
- The name and address of Norwich City Council
- A description of the location of each appliance and flue checked

- Any defects identified
- Any remedial action taken
- The effectiveness of the flue and the outcome of the flue gas analysis
- The supply of air
- The operating pressure
- The heat input
- The safe functioning of the appliance
- The name and signature of the operative completing the check
- The Gas Safe registration number of the operative completing the check

The contractor will provide a copy to Norwich City Council of each CP12 certificate within one working day of the safety check being carried out. In addition, the contractor will retain a copy of the CP12 for each inspection for a minimum of two years or longer as agreed with Norwich City Council.

The contractor will also ensure that copies of all appointment letters, no access cards and other correspondence are retained for a minimum of two years or longer as agreed with Norwich City Council and made available on request to Norwich City Council or its managing agents.

The contractor will develop and maintain an up to date data base for recording all activity in relation to gas safety checks and servicing to include:

- A record for each property showing when the last gas safety check and servicing was carried out and when the next check is due in accordance with the agreed programme.
- All appointments made for carrying out gas safety checks and servicing.
- The outcome of appointments including both where a gas safety check and servicing were completed and where access was not available.
- Any incidents of unsafe situations.
- Any recommendations to Norwich City Council.
- Information about any advice provided to tenants including notices of unsafe situations.
- All contact with tenants in relation to gas safety checks and servicing including correspondence, telephone calls, emails and texts.
- Referrals made to Norwich City Council in relation to persistent non-access.

This record will be made available to Norwich City Council and will be provided to Norwich City Council at the end of the programme period or on termination of the contractor where appropriate.

NPS Norwich property services team will maintain and monitor a record of all tenants referred to Norwich City Council under Stage Four and the legal referral stage of this procedure. This information will be shared with the contractor so that appropriate measures can be taken during subsequent rounds of annual gas safety checks.

In all cases, the contractor will keep such information confidential and will comply with the Data Protection Act.

NPS Norwich property services team will produce a summary each week of the progress made in implementing the gas safety check annual programme including:

- The addresses of safety checks carried out within the past week.
- The addresses where access was not available during the past week.
- The number of safety checks carried out within 12 months of the previous safety check.
- The number of safety checks carried out after more than 12 months from the previous safety check including the time interval
- The number and addresses where a gas safety check has not been carried out and it is more than 12 months since the previous safety check including the time interval.
- The number and addresses referred under stage four.

NPS Norwich property services team will also provide on request:

- The number of cases where access was achieved at stage one.
- The number of cases where access was achieved at stage two.
- The number of cases where access was achieved at stage three.

NPS Norwich property services team will provide weekly information to Norwich City Council and the contractor on action taken in respect of those cases referred under stage four.

A flow chart diagram of this procedure has been attached to this procedure (Procedure Appendix I).

4. GAS CHECK FOLLOW UP PROCEDURE

Where possible (and within the scope of the contract), the gas engineer will immediately remedy the fault or replace the appliance or installation. Should an immediate remedy not be possible, the contractor will take appropriate action depending whether the unsafe situation is immediately dangerous or deemed to be at risk.

Where the unsafe situation is immediately dangerous, the contractor will disconnect the appliance or installation. The contractor will verbally inform the tenant or other responsible person immediately and provide a notice in an agreed format confirming this. The tenant or responsible person will be asked to sign the notice to confirm that they have received it. The contractor will record this on the gas safety certificate and attach a copy of the notice to the copy of the gas safety certificate provided to NPS Norwich property services.

The contractor will fix a label in an agreed format to the appliance or installation warning that it is unsafe and that its continued use is an offence under Regulation 34 of the GSIUR.

If, because of obstruction from the tenant or other responsible person, or any other reason, it is not possible to disconnect the appliance or installation, the contractor will

attempt to close the isolation valve on the appliance. The contractor should inform the National Grid immediately. This should also be recorded on the gas safety certificate.

If, following a tightness test, the contractor identifies a gas leakage in the gas supply where the gas supplier is responsible the contractor will inform the National Grid immediately.

Wherever an appliance or fitting is deemed to be immediately dangerous, the contractor will inform NPS Norwich property services immediately.

Where the unsafe situation is deemed to be at risk, the contractor will verbally inform the tenant or other responsible person immediately and provide a notice in an agreed format confirming this. The tenant or responsible person will be asked to sign the notice to confirm that they have received it. The contractor will record this on the gas safety certificate and attach a copy of the notice to the copy of the gas safety certificate provided to NPS Norwich property services.

The contractor will fix a label in an agreed format to the appliance or installation warning that it is unsafe. The contractor will close the isolation valve on the appliance. This should also be recorded on the gas safety certificate.

Wherever an appliance or fitting is deemed to be at risk, the contractor will inform NPS Norwich property services as soon as practically possible so that remedial action can be taken.

Where an appliance or installation is deemed to be not to current standard, the contractor will record this on the gas safety certificate and, where appropriate, carry out a risk assessment to determine what further action is required. NPS Norwich property services will then determine what remedial action is to be taken e.g. inclusion within a future programme.

The contractor will take care to identify where a number of incidents of an appliance or installation being not to current standard may cumulatively result in it becoming at risk or immediately dangerous.

Where a further repair is required, or a replacement is required that cannot be undertaken immediately, the gas engineer will report this to NPS Norwich property services immediately. The repair or replacement will then be carried out in accordance with the priority allotted to the repair.

The gas engineer will also need to decide if the unsafe situation is RIDDOR reportable and, if so, take the appropriate action and confirming this to NPS Norwich property services. *₅

Where it is necessary to disconnect or otherwise prevent the appliance or installation being used, and there is no other adequate form of heating, the contractor will offer to the tenant the loan of a temporary heating source as agreed with NPS Norwich property services until such time as the heating is re-commissioned.

NPS Norwich property services will monitor each property where there is no heating or

hot water to ensure that disruption to tenants is minimised.

On completion of each gas safety check the contractor will provide a copy of the relevant CP12 certificate to NPS Norwich property services within one working day of the check being carried out. This will contain details of all follow up work carried out or recommended. Norwich City Council will consider all such recommendations and take action as appropriate.

Where the gas supply has been capped off and the tenant does not wish to use the gas supply but there are gas appliances present, each appliance should be disconnected and an appropriate warning notice attached. The tenants should be advised of this and asked to contact Norwich City Council if it is intended to reconnect the gas supply so that a gas safety check may be carried out. Such properties should be checked annually to ensure that the supply remains disconnected and appropriate notices remain in place. In all cases a record should be made and retained of the action taken.

**₅ Details of what constitutes a RIDDOR reportable situation with examples can be found in the Gas Industry Unsafe Situations Procedure Sixth Edition.*

5. TENANTS GAS APPLIANCES AND FITTINGS PROCEDURE

The contractor will carry out a visual gas safety check (in accordance with the current Gas Safe register bulletin) only on the tenant's gas appliances and fittings as part of the annual gas safety check for the property.

Where the contractor deems that a tenant's appliance or installation is unsafe and immediately dangerous, the contractor will verbally inform the tenant or other responsible person immediately and provide a notice in an agreed format confirming this. The tenant or responsible person will be asked to sign the notice to confirm that they have received it. The contractor will record this on the gas safety certificate and attach a copy of the notice to the copy of the gas safety certificate provided to Norwich City Council

The contractor will fix a label in an agreed format to the appliance or installation warning that it is unsafe and that its continued use is an offence under Regulation 34 of the Gas Safety (Installation and Use) Regulation 1998.

Where the contractor identifies an unsafe condition to be immediately dangerous, the contractor will ask the tenant or responsible person to allow them to disconnect the appliance or installation and seal the gas supply pending the repair or replacement of the appliance or installation by the tenant.

Where the tenant or responsible person refuses his/her consent to disconnect the appliance or installation, the contractor will, with the tenant or responsible person's permission, close the isolation valve on the appliance. These actions should also be recorded on the gas safety certificate.

Where the tenant or responsible person has not given permission to disconnect the appliance or installation, the contractor should inform the National Grid. The contractor should inform NPS Norwich property services immediately when this situation occurs.

NPS Norwich property services will determine what further action would be appropriate to safeguard the health and safety of the tenant and others that might be affected bearing in mind any issues of vulnerability, language, culture, etc.

6. SLEEPING ACCOMMODATION / OPEN FLUE HEATING APPLIANCES

Where it is identified by the contractor during the annual safety check or service, or when attending a gas repair that a tenant or resident appears to be sleeping in a room not designated as a bedroom, and the room contains a non room-sealed gas appliance, the contractor should disconnect the appliance(s) from the gas supply so it cannot be used until the situation is rectified.

The tenant will be asked by the contractor to sign a form giving or refusing consent for the appliance(s) to be disconnected (Procedure Appendix J).

6.1 Tenant allows disconnect

If the tenant allows the appliance to be disconnected the contractor will leave the tenant with temporary heating. The contractor will ensure that an immersion switch is connected to ensure the tenant is left with hot water. If no immersion switch is connected the contractor will make arrangements with the tenant whilst on site for an appointment for the work to be carried out. The contractor will notify NPS Norwich property services within 1 working day that the appliance has been disconnected.

NPS Norwich property services will send a letter to the tenant advising them that the information has been passed to the NHO, and asking them to stop using the room as sleeping accommodation if they are able. The letter provides notice that the tenant will be charged for the temporary heating if the reason they are using the room to sleep in is not a medical reason (Procedure Appendix K).

NPS Norwich property services will notify the NHO in writing that the appliance(s) have been disconnected and asking the NHO to contact the tenant to discuss the situation (Procedure Appendix L).

The tenant is provided with 14 days to notify us of any mitigating circumstances and to allow for the NHO to contact the tenant.

If no response is received from the tenant after 14 days, and the NHO has been unable to make contact with the tenant to discuss the situation a further letter will be sent by NPS Norwich property services. The letter advises the tenant that the heating will remain disconnected and that they have been charged for the temporary heating (Procedure Appendix M).

NPS Norwich property services will notify the NHO in writing that the appliance(s) will remain disconnected and requesting that they continue to try and establish contact to rectify the situation (Procedure Appendix N).

If Norwich City Council is notified by the NHO that the tenant is using the room for

medical/disability reasons, and the situation cannot be rectified by other means, Norwich City Council will upgrade the heating system to a room sealed appliance.

6.2 Tenant refuses disconnect

If the tenant refuses to allow the contractor to disconnect the appliance(s) the contractor will fit a carbon monoxide detector in the room containing the non room-sealed gas appliance. The contractor will notify NPS Norwich property services within 1 working day that the tenant refused to allow the appliance(s) to be disconnected.

NPS Norwich property services will send a letter to the tenant advising them that the information has been passed to the NHO, advising them of the potential danger, and asking them to stop using the room as sleeping accommodation if they are able. The letter provides notice that the tenant will be charged for the carbon monoxide detector if the reason they are using the room to sleep in is not a medical reason (Procedure Appendix O).

NPS Norwich property services will notify the NHO in writing that the appliance(s) have not been disconnected and urgently asking the NHO to contact the tenant to discuss the situation (Procedure Appendix P).

The tenant is provided with 14 days to notify us of any mitigating circumstances and to allow for the NHO to contact the tenant.

The NHO will make 2 attempts to contact the tenant to discuss the situation and work with them to rectify it. The NHO will visit the property on 2 different occasions at different times of the day. If they are unable to make contact with the tenant they will hand deliver a letter to the property (Procedure Appendix Q & R).

If no response is received from the tenant after 14 days, and the NHO has been unable to make contact with the tenant to discuss the situation a further letter will be sent by NPS Norwich property services. The letter advises the tenant that due to the potential health and safety risk, Norwich City Council will be making arrangements to upgrade the heating to a room-sealed appliance and that they have been charged for the carbon monoxide detector (Procedure Appendix S).

NPS Norwich property services will notify the NHO in writing that the appliance(s) have not been disconnected and requesting that they urgently continue to try and establish contact to rectify the situation (Procedure Appendix T).

The NHO will begin steps to enforce the terms of the tenancy agreement if they are still unable to make contact with the tenant despite all reasonable attempts to do so.

In all cases the contractor will ensure that the consent forms are passed to NPS Norwich property services for the tenant record.

A process to cover the above is shown in Procedure Appendix U.

7. VOIDS AND NEW TENANTS

When a property becomes void the contractor will be requested to attend the property and:

- carry out a visual check of the gas appliances and fittings present
- make NPS Norwich property services aware of any repairs identified or where an appliance is missing so that a repair/replacement order may be raised
- check the gas appliances and fittings present against the Gas Appliance Record (Codeman) and advise NPS Norwich property services accordingly
- identify any gas installations or appliances that do not appear on the Gas Appliance Record and may have been installed by the former tenant and advise NPS Norwich property services accordingly
- carry out a visual check of any such installations and appliances and inform NPS Norwich property services of their condition e.g. any apparent damage
- cap off the gas supply
- affix a notice indicating that the gas appliances in the property must not be used until a safety check has been carried out

NPS Norwich property services will determine whether or not any former tenant's gas installation or appliances should be removed bearing in mind that Norwich City Council will become responsible for its safety checking, servicing and future maintenance. In making this decision, NPS Norwich property services will take into account the contractor's assessment of its condition and its appropriateness to, and location within, the property. Where it is decided that an appliance or installation is to be left in situ the Gas Appliance Record must be amended accordingly by NPS Norwich property services.

7.1 New tenancies

At sign up, the Norwich City Council lettings officer will inform the incoming tenant that the gas supply has been made safe and capped off and gas appliances and fittings within the property should not be used until a gas safety check has been carried out.

The lettings officer will advise the incoming tenant of the need for an annual gas safety check and service, and the tenant's duty to provide access. The incoming tenant will also be reminded that they are responsible for the maintenance of their own gas appliances. Any appropriate operating instructions or similar will be provided to the tenant.

The lettings officer will provide the incoming tenant with the information on how to make an appointment for the contractor to carry out a safety check and service, and to reconnect the gas appliances and fittings. The incoming tenant will be reminded that they must arrange for the gas and electricity supply to be provided prior to arranging the contractor's visit.

The contractor will carry out a gas safety check and servicing, and will reconnect the gas supply by appointment with the tenant. The property will then be included in future gas safety check and servicing programmes with a further gas safety check due no more than 12 months after the date of the re-let safety check.

7.2 Mutual Exchanges

When agreeing an exchange, the NHO will advise tenants that they are responsible for maintaining gas installations and appliances that they have provided or that they have taken over from their exchange partner.

This advice will be repeated within the formal letter agreeing to the exchange. The NHO will arrange with the contractor to carry out a gas safety check in the property on the Friday of the exchange. This will include a check on the gas appliances present including those provided by the tenant. The contractor will advise the NHO of any changes and amend the gas appliance record accordingly.

As with all new tenants, mutual exchange tenants will be advised of the need for an annual gas safety check and service, and the tenant's duty to provide access. Any appropriate operating instructions or similar will be provided to the tenant.

7.3 New and Refurbished Properties

Where new build or major refurbishment has required new or upgraded gas appliances, a gas safety check will be carried out on all gas appliances present and a CP12 produced.

Details of the new gas appliances will be kept on the Gas Appliance Record and the property will be included in future annual gas safety check programmes.

Norwich City Council will require that all engineers installing or refurbishing gas appliances in these circumstances are appropriately qualified including being Gas Safe registered with the appropriate ACS accreditation.

8. CONTRACTOR QUALIFICATIONS

In selecting and appointing contractors to carry out gas safety checks, servicing and repairs, Norwich City Council will ensure that the successful contractor has the necessary skills, experience and capacity to carry out this work. It will also require the contractor to identify the operatives it proposes to employ on this work and to demonstrate that they have been appropriately trained and are qualified to carry out this work. This will include ensuring that such operatives hold a current Gas Safe Register accreditation, and that this includes the necessary Nationally Accredited Certification Scheme (ACS) accreditation for the relevant gas appliances and fittings e.g. condensing boilers, commercial boilers, etc.

Through the tendering process, the successful contractor will be expected to demonstrate that they have assessed and met, and will continue to assess and meet, the training needs of their workforce including in respect of gas maintenance, and health and safety.

In order to determine the above, prospective contractors will, as part of the tendering process, be required to provide method statements describing their approach to training, Gas Safe Register accreditation, and health and safety.

These will be scored and reflected in the overall tender evaluation matrix.

At the outset of the contract, and at yearly intervals, Norwich City Council (or its managing agent) will inspect the Gas Safe registration documentation of all operatives who the contractor identifies as carrying out work within the contract on Norwich City Council properties.

Where the contractor proposes to employ additional or replacement operatives to work on Norwich City Council properties, NPS Norwich property services will inspect the Gas Safe registration documentation of those operatives.

NPS Norwich property services will maintain a register of all gas engineers working on Norwich City Council properties along with their qualification status. As part of the CP12 checking process, a check will be made of all CP12's to ensure that the individual engineer carrying out the safety check was authorised to do so.

Whenever they are working on Norwich City Council properties, the contractor's operatives will be expected to carry with them an identity card in an agreed format that identifies them as being approved to work on Norwich City Council properties, and their Gas Safe registration card. On all occasions they will show these documents to the tenant prior to entering the tenant's home to carry out a gas safety check, service or repair.

9. HEALTH AND SAFETY

Contractors employed by Norwich City Council to provide gas safety checks, servicing and repairs will be required to demonstrate that:

- They have appropriate health and safety policies in place.
- The contractors' workforce has been made aware of these policies and has received appropriate training.
- The contractors have appropriate procedures in place including for ensuring safe methods of working and carrying out risk assessments.
- The contractors have not been prosecuted, nor have a prosecution pending, in respect of any health and safety matter.

These matters will be checked as part of Norwich City Council's procurement procedures.

All contractors working for Norwich City Council are expected to comply with relevant health and safety legislation at all times.

Contractors will be required to maintain a record of all health and safety issues and to make this available for inspection by Norwich City Council (or its managing agent) at any time on request. Contractors will notify Norwich City Council (or its managing agent) immediately of any major or significant health and safety issue.

Health and safety will be monitored through the contract liaison meetings. Where required under RIDDOR, contractors will make the appropriate notifications. Contractors

will inform Norwich City Council when this occurs.

9.1 Asbestos

Norwich City Council will provide the contractor with access to records of the presence of asbestos in its homes. Asbestos will be managed in accordance with the relevant regulations and in accordance with Norwich City Council's Asbestos Policy.

Contractors will be expected to have in place a suitable policy and procedures on asbestos, and to have provided appropriate training to all operatives working on Norwich City Council properties. This will be determined as part of the contractor selection process.

If, during the course of a gas safety check or servicing, asbestos is identified as being present, the contractor will cease work on the installation immediately and contact the appropriate officer. The appropriate officer will carry out an urgent inspection of the property and determine the appropriate action to be taken.

9.2 Risk Assessments

Appropriate risk assessments will be developed and maintained by the contractor in respect of gas safety checks and servicing in accordance with the requirements of the Management of Health and Safety at Work Regulations 1999 and in line with the guidance provided by the HSE. These will be made available to Norwich City Council for inspection on request.

All risk assessments will be reviewed annually, where a change in circumstance require it or where the existing risk assessment has been shown to be ineffective, where required, they will be revised.

10. QUALITY ASSURANCE

10.1 CP12 Certificates

On completion of each gas safety check the contractor will provide a copy of the relevant CP12 certificate. Norwich City Council will check to ensure that the CP12 has been correctly completed, that the gas engineer was qualified and authorised within the contract to carry out this work, and deal with any follow up actions identified by the engineer.

10.2 Post Inspection

Gas appliances that have been safety checked and serviced will be subject to a 5% sample post inspection by appropriately qualified surveyors and/or gas engineers. This will include:

- A visual check of the appliances or installations concerned to ensure that they have been correctly reassembled.
- A check to ensure that the tenant has been provided with a CP12 certificate or

that one has been correctly displayed where there is a communal boiler.

- Checks to ensure that the safety check and service records for the property have been correctly updated.
- A check to ensure that all the gas appliances and fittings within the property have been identified and recorded.

A check list will be used to guide and record the post inspection.

10.3 Quality Audit

In addition to the above, Norwich City Council will commission a suitably qualified external consultant to carry out an annual 5% sample quality audit of completed gas safety checks, servicing, and installations. Unlike the post inspections identified above, this will be an intrusive examination of each appliance that in effect repeats the steps taken during the safety check and servicing to ensure that all stages have been correctly carried out.

The associated documentation will also be examined to ensure that it fully reflects the outcome of the safety check and servicing.

Samples will be structured to reflect the geographical distribution of gas appliances but will also reflect areas of known risk e.g. where there has been a history of poor quality, where there are open flue appliances present, where there are multiple appliances. The levels of post inspections and quality audits may be escalated or reduced by Norwich City Council in the light of poor quality check results or consistently good results.

A complementary quality assurance approach will be developed in respect of gas repairs and new installations.

10.4 Contractor's Quality Assurance

In addition to Norwich City Council's quality assurance regimes, the contractor will be expected to carry out suitable quality assurance checks and to share the outcome of these with Norwich City Council.

As part of the tendering process, Norwich City Council will require bidders to provide a method statement showing how they intend to develop and maintain high quality work standards. This will be scored and reflected in the overall tender evaluation matrix.

10.5 Complaints

All complaints concerning gas safety checks and servicing will be fully and promptly responded to through Norwich City Council's Complaints Procedure.

10.6 Customer Feedback

A customer care questionnaire together with a free post return envelope will be provided by the contractor to all tenants following the completion of all gas safety checks, gas repairs and servicing.

10.7 Reporting on Quality

Reporting on quality and addressing shortfalls is fundamental to ensuring continuous improvement. Quality will form an integral part of Norwich City Council contractor supervision and performance monitoring arrangements and will include:

- Reporting the outcome of post inspections.
- Reporting the outcome of quality audit inspections
- Reporting tenant complaints and the actions taken to remedy these complaints
- Reporting on customer satisfaction on gas safety checks and servicing (separately from other repairs types).

The quality information reported will enable Norwich City Council to identify and evaluate the quality performance of each contractor and each gas engineer.

11. RESPONSIBILITIES

See Norwich City Council's Gas Safety Management Policy.

12. MONITORING AND REVIEW

The procedure will be monitored in accordance with Norwich City Council's performance framework. It will be reviewed on an annual basis along with the associated policies, and whenever there is a fundamental change of legislative or regulatory provisions that may affect day to day operations. Minor amendments to the procedure will be subject to the approval of the head of property services (NPS Norwich).

POLICY		GAS SAFETY MANAGEMENT	
DATE ISSUED: December 2013		REVIEW DATE: December 2014	
ISSUED BY: NPS Norwich (property services)			
PURPOSE OF POLICY			
<p>The purpose of the policy is to set out the roles and responsibilities within the council and its managing agents for the achievement of gas safety, and adherence to statutory responsibilities.</p> <p>The policy should be read in conjunction with the Gas Safety Inspection & Access Policy and the Planned and Cyclical Maintenance Policy.</p>			
AUTHORISATION			
<p>It is anticipated that this policy will be approved by Cabinet in December 2013. It delegates the authority to assess individual cases to the head of property services (NPS Norwich), and where appropriate, and reasonable to do so, agree exceptions to the policy.</p> <p>The policy will be reviewed on an annual basis and the authority to agree revisions will be delegated to the deputy chief executive (operations).</p>			
RELEVANT LEGISLATION INFORMING THIS POLICY			
<div><div>1. Health and Safety at Work Act 1974</div><div>2. Gas Safety (Installation and Use) Regulations 1998</div><div>3. Management of Health and Safety at Work Regulations 1999</div><div>4. Gas Safety (Management) Regulations 1996</div></div>			
CONTRIBUTES TO CORPRATE PRIORITIES			
<p>The policy helps to meet the corporate priorities ‘to make Norwich a city with decent housing for all’ and ‘to provide value for money services’.</p>			

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1. SCOPE OF POLICY

The Gas Safety Management Policy sets out the roles and responsibilities within the council for the achievement of gas safety and adherence to statutory responsibilities.

2. LEGAL CONTEXTS

The Gas Safety (Installation and Use) Regulations 1998 set out the requirements for landlords to inspect and service gas installations on an annual basis. These sit within the wider context of the Health & Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999.

The deputy chief executive and the head of law and governance are required to:

- ensure that arrangements are in place to implement the council's health and safety management system
- assess the safety performance of heads of service/managers reporting to them
- demonstrate commitment to continuous safety improvement
- review the policy to ensure its continuing adequacy

3. PRINCIPAL RESPONSIBILITIES

In relation to gas safety management, the principal responsibilities are held by:

Deputy chief executive (Norwich City Council)

The deputy chief executive has overall responsibility for managing all aspects of gas safety within the housing service. This includes the provision of adequate financial and human resources to ensure, so far as is reasonably practical, that gas systems are installed and maintained in compliance with the Gas Safety (Installation and Use) Regulations 1998.

Head of property services (NPS Norwich)

The head of NPS Norwich (property services) will identify specific responsibilities to the property services manager (operations).

They will ensure that adequate resources are available within NPS Norwich property services to manage gas safety inspections in accordance with the agreed procedures and the No Access policy, and that gas systems are installed and maintained in compliance with the Gas Safety (Installation and Use) Regulations 1998

Property services manager (operations) (NPS Norwich)

The property services manager (operations) will identify specific responsibilities to the mechanical and electrical team leader and business improvement team leader.

Mechanical and electrical team leader (NPS Norwich)

The mechanical and electrical team leader will identify specific responsibilities to the senior services surveyor, housing operations manager, contractor business operations managers and the contractor gas servicing and heating installations managers.

The mechanical and electrical team leader will be responsible for the day to day management of all contracts relating to gas installations upgrades, gas servicing, gas safety inspections, gas repairs and all associated gas and heating contractors.

They will ensure that the contractors are reporting any dangerous incidents or decisions relating to gas safety, and that these are acted on accordingly.

They will ensure that resources are made available to provide training to staff to enable them to fulfil their duties in relation to gas safety.

They will ensure that the contractors for gas installations, gas servicing, repairs and maintenance, gas safety inspections and any other gas related work follow good practice to ensure each property is safely maintained and that a safety check is carried out at least every 12 months, and that there is compliance with the Gas Safety (Installation and Use) Regulations 1998.

They will be responsible for providing the services of appropriately qualified third party contractors to carry out quality monitoring of the work of the contractors appointed to implement the gas installation servicing and safety inspections.

Senior services surveyor (NPS Norwich)

The senior services surveyor will be responsible for ensuring that new gas installations are designed to comply with all current legislation and mandatory guidance. They will also ensure that there is compliance with gas safety regulations in all work that may have an impact on gas safety maintenance contracts.

They will ensure that the mechanical and electrical team leader and business improvement team leader are kept informed of any changes to relevant legislation or good practice changes that may affect the gas policies or procedures. They will ensure that these changes are conveyed to the gas and heating contractors, and understood by the contractors.

They will ensure that contractual arrangements made with contractors to carry out gas installations servicing, safety inspections and repairs comply with current legislation.

They will carry out regular quality monitoring of gas safety inspections and gas/heating repairs in accordance with the agreed contractual percentage. They will ensure that the results of this monitoring are fed back to the business improvement team leader and the contractor operations manager, and that any faults are rectified.

They will attend regular tool box talks with the contractor, ensuring that the council's policies and procedures are being adhered to in accordance with current legislation.

Business improvement team leader (NPS Norwich)

The business improvement team leader will ensure that the gas safety management policy and associated procedures are kept up to date with any legislative or good practice changes. They will ensure that these changes are communicated to all staff involved with gas safety management.

They will ensure that NPS Norwich property services staff, NCC customer contact and NCC neighbourhood team staff are aware of any changes in policies and procedures relating to gas safety inspections, and that these policies and procedures are being followed.

They will ensure that all records to be completed by the contractor, as the gas servicing, safety inspection and repairs contractor, are recorded and maintained appropriately and are current and accurate. Any that are not will be monitored by the senior heating services surveyor.

Contractor operations manager

The contractor's operations manager will ensure that any risk in respect of gas safety is identified, prior to the execution of any repair or maintenance operation.

They will be responsible for providing the services of appropriately qualified staff and engineers to carry out the implementation of the gas installation servicing, safety inspection and repair contract, in accordance with good practice and current legislation.

They will ensure that all persons carrying out work on gas appliances, installations and fittings are competent, qualified and registered with the Gas Safe Register, and that this registration is kept up to date. They will carry out regular tool box talks and ensure that frequent quality monitoring and training reviews/appraisals are carried out.

They will ensure that all records to be maintained by the contractor, as the gas servicing, safety inspection and repairs contractor, are maintained appropriately and are current and accurate.

They will ensure that they are following any agreed policies and procedures in relation to gas safety and gas safety management, and that these policies and procedures, and any changes to agreed policies and procedures are conveyed to all contractor staff.

Housing tenancy services manager (Norwich City Council)

The housing tenancy services manager will identify specific responsibilities to the housing operations manager.

They will ensure that adequate resources are available within Norwich City Council's neighbourhood housing team to manage gas safety compliance in accordance with the tenancy agreement and the agreed policies and procedures in place.

Housing operations manager (Norwich City Council)

The housing operations manager will identify specific responsibilities to the neighbourhood housing teams to manage gas safety where there are access issues, or where a breach of tenancy has occurred, in accordance with the agreed procedures and No Access policy.

They will ensure that all breaches of tenancy are followed up in accordance with the terms of the tenancy agreement, and the agreed procedures and policies in place.

They will ensure that all set policies and procedures, including any legal actions, are followed in accordance with the relevant schedules.

They will ensure that all information is fed back to the NPS Norwich property services team in accordance with any agreed policies and procedures.

4. OPERATIONAL PROCEDURES

Procedures have been prepared for the management of gas installation servicing, safety inspection and repairs.

Operational procedures are also in place for the transfer of new gas heating installations from the installing contractor to the contractor appointed to carry out gas installations, safety inspections and repairs servicing contractor.

The installation of new gas heating systems that are installed on a one off basis as a result of system failure or because of the medical needs of the tenant are also covered by procedures agreed between the council and its managing agent.

Advice to tenants on gas safety issues is given at the new tenancy interview and is contained in the Tenants Handbook that all new tenants receive.

A gas safety advice leaflet is issued out to every tenant with the annual gas safety inspection appointment letter.

All procedures will be reviewed on an annual basis.

5. TRAINING

All staff who may have to deal with aspects of gas safety in their day to day work will attend gas safety awareness training. This will be supplemented by additional training if new legislation or regulations are introduced.

All housing staff who may have to deal with risk assessment in relation to gas safety will receive appropriate training.

Appropriate training will be arranged by the property services manager (operational) for staff involved in the production of gas installation designs, preparation of specifications and inspection of appliances.

6. PERFORMANCE MONITORING AND MANAGEMENT

The performance management framework enables Norwich City Council to ensure that the service is being delivered effectively and to respond to those areas where performance needs to be improved. The information is shared with staff to ensure that everyone is focussed on delivering the best service to customers.

Monitoring information is made available to the following:

- involved tenants and leaseholders
- customer representatives at tenant focus groups
- members and councillors
- all tenants on an annual basis as part of the annual reporting arrangements
- staff through regular performance updates
- all regulatory bodies as and when required

7. HOW TO COMPLIMENT, COMMENT OR COMPLAIN

Norwich City Council is committed to ensuring that all services are tailored to meet the needs of everyone, taking into account of age, gender, ethnicity, lifestyle or disability. All complaints are taken seriously and will be recorded and investigated according to our corporate procedure.

Further information on compliments, comments and complaints procedures can be found using the details below.

Norwich City Council
Tel: 0344 980 3333
Website: www.norwich.gov.uk
Email: Listening@norwich.gov.uk

Norwich City Council is continually looking to improve the services it offers its customers and as such actively encourages comments on the service provided.

8. DATA PROTECTION

At all times officers will adhere to all Data Protection policies and procedures.

9. EQUALITY AND DIVERSITY

Equality: everyone has a fair chance to achieve the same or similar outcomes.

Diversity: celebrating the fact that our differences make us who we are.

As an organisation, we have a statutory duty to promote equality of opportunity, eliminate discrimination and harassment, and strive towards a cohesive society. Norwich City Council is committed to equality of opportunity and celebrates the diversity of all its

residents, visitors and employees.

This policy supports the council's equality strategy. Officers will at all times comply with the council's equality policy.

10. QUALITY ASSURANCE

Random checks will be carried out by a senior officer within NPS Norwich property services to make sure that:

- this policy has been followed
- the council is meeting agreed service standards

Review of this policy will make sure that this policy:

- is in accordance with current legislation
- supports and compliments all other current council strategies and policies

11. REVIEW

The policy will be monitored in accordance with the council's performance framework. It will be reviewed on an annual basis, and whenever there is a fundamental change of legislative or regulatory provisions. Minor amendments to the policy will be subject to the approval of the Deputy chief executive (operations).