



Gas Safety and Servicing Policy

Policy statement

Black Country Housing Group (the Group) is committed to the safety of its tenants; its employees and the public.

To ensure this, the Group will carry out an annual safety check on each appliance and /or flue installed in the Group's properties within 12 months of being installed and afterwards at 12 monthly intervals in accordance with all Gas Safety (Installation and Use) Regulations 1998 and other relevant and health and safety legislation.

Failure to comply with the regulations is a criminal offence; but apart from this could result in:

- A health and safety risk which could lead to serious injury or death.
- Financial and legal penalties due to non-compliance with regulations.
- Loss of reputation with tenants due to poor service delivery.

The Group will also carry out gas safety checks on every property that is empty before a new tenant moves in including mutual exchanges.

All safety checks and servicing will be undertaken by contractors registered on the Gas Safe Register and whose employees are suitably qualified to undertake the work. A safety audit will be undertaken by an independent third party to ensure compliance with regulations and good practise.

This policy will apply to all Group properties that require an annual gas service. Safety checks will also be carried out on properties where there are no appliances but have an incoming Gas main to ensure that the occupants and property are safe.

The Group's obligations to undertake the Gas Servicing programme is set out in the Tenancy agreement, the Tenants Handbook and the Gas contract.

The Group will at all times act appropriately and in accordance with regulatory and legal requirements in gaining access to the premises to undertake necessary servicing and will take into account any specific special needs or vulnerability issues before initiating legal action against a tenant who fails to allow access for this purpose.

This policy will be reviewed every three years or sooner should the need arise.

Implementation

The Group in partnership with its external contractor(s) will operate this Policy through the Maintenance Department Team. The Maintenance Manager will have specific responsibility for ensuring compliance with this policy and associated procedures.

This Policy is to be implemented in accordance with all current gas and operational regulations.

As a final resort the Group will take legal action against those tenants who fail to allow access for the service to be carried out after all reasonable measures have been taken and failed.

The Group will also carry out safety checks on tenants' own appliances such as gas cookers and gas fires. Any problems identified will be recorded on the safety certificate and issued to the tenant. Where the problem is potentially dangerous, the appliance will be disconnected and the supply capped off.

Service Standards

- Every property with a gas supply and or space and water heating appliances will be serviced within every 12 month period.
- We will give customers a minimum of 7 days notice of when the service will take place.
- We and our contractors will show proof of identity and introduce ourselves before we enter customer's homes.
- We will issue a gas safety certificate to the customer on completion of any gas servicing.
- We or our contractors will give customers a minimum of 4 opportunities to allow access to carry out the servicing before using legal remedies to gain access.
- We will give customers the opportunity to comment on the quality of our service delivery through our customer satisfaction surveys.

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