



DOMESTIC GAS APPLIANCE POLICY

1. POLICY STATEMENT

- 1.1 The objective of this policy is to ensure that Erimus Housing provide a fast, efficient and cost effective servicing program to maintain gas appliances to a safe and reliable standard in accordance with the requirements of the 'Gas Safety (Installation and Use) Regulations 1988.
- 1.2 Although the minimum requirement placed upon Erimus Housing is to undertake an annual safety check, this policy requires Erimus Housing to carry out the safety check and service on a 10 month cycle (allowing 2 months in case there are access difficulties).
- 1.3 At a change of tenancy, and for every new tenancy, Erimus Housing will undertake a safety check and gas service, irrespective of the date of the last inspection, and will provide advice to the tenant over the use of the installation.
- 1.4 We will keep and maintain a record of services carried out by a CORGI registered gas installers and quality check a percentage of completed services to assess customer satisfaction and technical compliance with the 'Council of Registration of Gas Installers' (CORGI) guidelines.
- 1.5 In line with the requirements of gas safety legislation, tenants own appliances which fail the safety check, will be notified to the tenant and/or disconnected as appropriate. The tenant is entirely responsible for the repair or renewal of appliances not owned by the Company and must not attempt to reconnect or use an appliance as notified as potentially dangerous.
- 1.6 Each one of Erimus Housing's staff, Board Members and contractors will be expected to adhere to the principles laid down in this policy and have an individual and collective responsibility to ensure that this policy is actively applied in practice.

2. REFERENCES

- 2.1 Erimus Housing will meet the following statutory requirements:
 - The Defective Premises Act 1972;
 - The Landlord and Tenant Act 1985 (as amended);
 - The Housing Act 1985 (as amended);
 - The Housing Act 1988;
 - Section 121 of the Leasehold Reform, Housing and Urban Development Act 1993;
 - Gas Safety(Installation and Use) regulations 1998;
 - Gas Safety - guidance note for landlords - December 2005;

3 DEFINITIONS

- 3.1 'Tenant' – means a tenant or leaseholder of Erimus Housing.
- 3.2 'CORGI' – Council of Registered Gas Installers.
- 3.3 'Cyclical maintenance' – the annual servicing of domestic gas appliances and equipment by Erimus Housing.
- 3.4 DCLG – Department of Communities and Local Government.

4 POLICY CONTENT

4.1 Objectives

- 4.1.1 The inspection of all gas appliances is a very specific part of “cyclical maintenance” and must be carried out on an annual basis to meet Erimus Housing’s legal obligations, i.e. the Gas Safety (Installation and Use) Regulations 1998.

4.2 Gas servicing

- 4.2.1 All gas appliance servicing will be undertaken by appointment and access must be provided to the property to meet both safety and legal requirements.
- 4.2.3 All reasonable steps will be made to ensure access is gained to a property and where a tenant consistently refuses access to enable this essential safety maintenance, Erimus Housing will take legal proceedings against the tenant to ensure compliance.

4.4 Responsive Repairs

- 4.4.1 All responsive repairs to gas installations will be undertaken in accordance with the line with the Housing Repairs and Maintenance Policy with all work being undertaken by approved CORGI contractors. Responsive repairs to gas installations will mainly be undertaken as emergency or urgent, due to the nature of the works.

4.5 Tenants Obligation

- 4.5.1 As with all elements of their home, the tenant has a requirement to adhere to the conditions of their tenancy, and take reasonable care of the building and its fixtures and fittings. However, with gas installations the tenant has a specific legal requirement placed on them to comply with the law, and not to use any dangerous or potentially dangerous appliance, and not to allow any non competent person to work on an appliance on their behalf.

4.6 Customer Satisfaction Monitoring

- 4.6.1 Reports will be issued to the Board of Erimus Housing and appropriate tenant groups detailing our performance against the gas-servicing schedule.

4.6.2 Erimus Housing will ensure that tenants are fully informed of their rights and duties regarding gas appliance servicing.

4.6.3 We will undertake customer satisfaction monitoring and adopt a pro-active approach to customer feedback from the gas-servicing programme.

4.7 Training

4.7.1 Erimus Housing will support craft training to develop an in-house, local sustainable workforce.

4.7.2 Craft training will use the modern apprenticeship scheme working in conjunction with the Construction Industries Training Board and local Technical Colleges.

4.7.3 Erimus Housing will also encourage its contractors to fully support this initiative.

5 EQUALITY AND DIVERSITY

5.1 This policy has been developed in accordance with Erimus Housing's Equality & Diversity strategy and policies, and an Equality Needs Impact Assessment has been completed to ensure that there are no adverse impacts arising as a result of this policy.

6 CUSTOMER INVOLVEMENT AND CONSULTATION

6.1 Erimus Housing will consult the Residents Panel, Area Partnership Forums, Residents' Associations, and other recognised residents groups, local voluntary and statutory agencies on a regular basis in order to continually develop good practice on the gas servicing policy.

6.2 Erimus Housing will also give due regard to Good Practice Guidance issued by the Housing Corporation, National Housing Federation, the Chartered Institute of Housing and CORGI.

6.3 Staff groups involved in service delivery will also be consulted regularly to identify areas where services could be improved.

7 MONITORING AND REVIEW

7.2 Monitoring

7.2.1 Erimus Housing will review this policy, procedures and staff training needs at regular intervals in order to ensure best practice, achieve measurable results and continuous service improvement.

7.2.2 This policy and procedure will be automatically reviewed following policy or legislation change, as required by the Housing Corporation or DCLG.

7.3 Review

7.3.1 The Chief Executive of Erimus Housing will be responsible for ensuring that reviews of this policy are carried out.

7.3.2 The Residents Panel will be involved and consulted in any fundamental review of this policy, in line with Erimus Housing's policy on tenant participation and consultation.

8. RESPONSIBILITY

8.1 It is the responsibility of the Chief Executive and senior officers to ensure that:

- all staff are aware of Erimus Housing policies;
- all staff are trained on the policies;
- monitoring of records is maintained;
- customers are adequately informed of the policies;
- appropriate action is taken against employees whose actions are inconsistent with this policy.

8.2 Erimus Housing will develop procedures to ensure effective implementation of this policy and provide training for staff to ensure they fully understand the wider issues surrounding legislative framework and procedures.

8.3 The regeneration directorate will be responsible for overseeing or co-ordinating the process and will formally communicate with other relevant internal departments and personnel to ensure those involved in delivery are aware of their responsibility.

8.4 The Director of Regeneration will ensure that officers involved in the implementation of this policy are suitably skilled to deliver the required procedures to any agreed timescales.