



Cyclical Maintenance and Gas Safety Policy

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Cyclical Maintenance and Gas Safety Policy

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1.0 Introduction

- 1.1 Cadder Housing Association ('The Association') is a registered social landlord. The Association was formed in 1993 and was successful in acquiring stock from Scottish Homes in 1994 with the aim to improve the living conditions for residents in the Cadder area in the north-west of Glasgow. It operates on a 'not for profit' basis and is run by an elected Management Committee consisting mainly of local residents who employ a staff team to manage the Association on a day to day basis.
- 1.2 The Association is committed to achieving the highest possible standards in the services it provides, providing properties of a standard which reflect legislative requirements, best practice and meets customer's reasonable expectations.
- 1.3 Cyclical maintenance programmes of works which include gas safety checks in tenanted properties are essential to help secure the life cycle of property elements while ensuring the safety of tenants in their properties. The programmes are intended to secure and prolong the useful life of properties whilst at the same time meet the needs and aspirations of the people who live in them.
- 1.4 The Scottish Housing Regulator states that Housing Associations manage their business to ensure that tenants' homes are well maintained, with repairs and improvements carried out when required, and that tenants are given reasonable choices about when work is done. This Policy aims to meet this objective in dealing with cyclical maintenance.

2.0 Scope of the policy

- 2.1 The Associations policy framework sets out the key principles, standards and objectives which inform our operations. This document outlines the Cyclical Maintenance and Gas Safety Policy In line with legislative and good practice requirements, whilst being fair, and non-discriminatory. The policy has also been assessed to ensure compliance with the Association's Equality and Diversity Policy and meets this standard.
- 2.2 The Association has a responsibility to ensure that as far as is practicably possible tenants will not be exposed to risks to their health and safety in relation to gas services and appliances in their property. This policy outlines the duties and responsibilities of The Association to minimise any associated risks with gas supplies and appliances in tenant's properties.
- 2.3 Planned works and reactive maintenance are covered by other specific policies and procedures.

3.1 Aims and objectives

3.1 The Associations policy framework sets out the key principles, standards and objectives which inform our operations. This document sets out our policy for cyclical works which includes the management of gas safety in properties.

3.2 The purpose of this policy is as follows:

- To outline the obligations and methods to develop and manage programmes of cyclical works.
- To ensure cyclical works carried out are undertaken safely, effectively and efficiently, in compliance with current legislation and recognised good practice.
- To ensure the cyclical maintenance programme activities protect the assets of The Association and that they are operated within a financial planning framework that adequately provides for the lifetime maintenance of the housing stock.
- Identify the considerations in relation to the resources required to carry out programmes of works including gas safety checks
- To clearly define the standards of service for the maintenance of gas installations and appliances.
- To ensure the safety of people in properties owned by The Association by carrying out gas safety works in tenanted properties. We aim to protect the health and welfare of the occupiers of our properties, residents, visitors, staff, contractors and the general public so far as is reasonably practicable.
- To provide relevant gas safety information and maintain communication with our customers and work in partnership with our contractors.

3.3 The principle stakeholders are the tenants whose homes the cyclical maintenance works are directed. The Association also provides cyclical maintenance activities to owner occupiers in factored properties for common works.

3.0 Equal Opportunities

4.1 We will not unfairly discriminate against any person within the protected characteristic groups as contained within the Equality Act 2010. To ensure equal access to the information contained in this policy for all, we are happy to provide copies in Braille, in larger print, translated into other languages or on tape to you or anybody that you know upon request and where practicable.

4.2 The Association through the, Cyclical Maintenance and Gas Safety Policy

Will act to provide services in a manner that encourages equal opportunities and complies with all relevant equal opportunities requirements.

4.3 The Association may apply the service standards flexibly in the case of vulnerable and disabled tenants and may, at their discretion, choose to exceed or amend the standard of service to meet the needs of the individual or particular family.

4.4 As with all Association policies and practices, the Association will adhere to Outcome 1 of the Scottish Social Housing Charter (*Equalities*):

‘Social Landlords perform in all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services’.

5.0 Legal and Good Practice Framework

5.1 The legislative requirements include the need to comply with the range of Health and Safety duties imposed upon landlords and various landlord responsibilities set out in the 2001 and 2010 Housing (Scotland) Acts. Various contractual terms are imposed via relevant tenancy, occupancy and management agreements. The Association shall ensure all its practices accord with these terms and requirements.

5.2 Section 31 of the Housing (Scotland) Act 2010 introduced the Scottish Social Housing Charter which sets the standards and outcomes that all Social landlords should aim to achieve when performing their housing activities. The Scottish Social Housing Charter came into effect on the 1st April 2012 and this sets out 16 standards and outcomes that all social landlords should aim to achieve when delivering housing services. The Charter was reviewed during 2016. The revised charter was approved by Parliament and has been in effect since the 1st April 2017. The relevant Outcomes associated to this policy are:

- Outcome 1 (Equalities)
As section 4.0 (Equal Opportunities) in this policy
- Outcome 2 (*Communication*):
‘tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides’.
- Outcome 4 (Quality of Housing):
‘tenants homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated, are always clean, tidy and in a good state of repair, and also meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020’.

- Outcome 5 (Repairs, Maintenance and Improvements) is most relevant to this policy, as it specifically deals with repairs maintenance and improvements which includes cyclical works. Outcome 5 states: 'Social Landlords manage their businesses so that tenant's homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done'.
- Outcome 13 (Value for Money) : 'tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay'.

5.3 From the 1st April 2013 all Local Authorities and Housing Associations (Registered Social Landlords (RSL's)) in Scotland must collect and report on information on a range of indicators developed by the Scottish Housing Regulator (SHR) in support of the Scottish Social Housing Charter. There are key indicators that are used to compare and contrast service delivery across the sector. Each Association is required to report on these in the Annual Return on the Charter (ARC).

This Policy will ensure that our practice and procedures monitor our performance against these indicators and we continually review results and seek improvements. These indicators will be included in reports for our Finance, Audit and Performance Sub-Committee and Management Committee and will be supported by commentary on performance.

The specific indicators in relation to the cyclical maintenance and gas safety policy are:

- Indicator 15 – Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date.
- Indicator 16 - Percentage of tenants who had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service.

5.4 The Housing Scotland Act 2001, covering Scottish Secure Tenancy Agreements, puts Landlords under an obligation to ensure that the house is kept wind, watertight and habitable. The agreement also extends to providing a repairs service for tenants which includes ensuring properties are kept in a good state of repair and maintenance, which is achieved by carrying out cyclical programmes of works.

5.5 This policy is aligned to Standards 2, 3 and 5 of the Scottish Housing Regulator's (SHR) Regulation Framework:

- Standard 2
'The landlord is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants,

service users and stakeholders. And its primary focus is the sustainable achievement of these priorities’.

- Standard 3
‘The RSL manages its resources to ensure its financial well-being and economic effectiveness’.
- Standard 5
‘The RSL conducts its affairs with honesty and integrity’

6.0 Strategic Aims & Association values

6.1 This Policy is aligned and informed by the Association’s Strategic Aims for 2016-19 and its Values. These are:

6.1.1 Strategic Aims:

- Provide a high quality housing service that is continually responsive to the expectations of our tenants and other customers
- To engage and build relationships with our customers to ensure our service and activities meet their needs and aspirations of our tenants and other customers;
- To invest in our people to ensure they have good knowledge and skills to excel in their role within the Association;
- Pursue development, regeneration and wider role initiatives in close working with key partners with the aim of improving Cadder, as well as the quality of life and living conditions of tenants and residents in Cadder; and
- Maintain the financial viability of the Association through sound business planning, control and achievement of best value in all that we do.

6.1.2 Association Values:

The Association identified core values associated with our commitment to improve the ‘customer journey’ in our services, which was integral to our achievement of Investors in People (Silver) accreditation in July 2015. These values (Our 4 ‘Cs’) are:

- ✓ Customer Focussed
- ✓ Communication
- ✓ Caring
- ✓ Commitment

7.0 Control of Payments and benefits

7.1 The Association's Entitlement, Payments & Benefits Policy describes the entitlements, payments or benefits that our staff members are able to receive. It also describes what is not permitted during working practice and the arrangements that we have in place to ensure that the requirements of this policy are observed.

7.2 The Association may require to carry out cyclical maintenance in properties with customers who are 'connected people' to members of staff. Connected people are defined as follows:

Group 1 Members of your household	Group 2 People closely associated with you	Group 3 Others you need to consider
Anyone who normally lives as part of your household, whether they are related to you or not, including spouses/partners who work away from home and sons and daughters who are studying away from home	<ul style="list-style-type: none"> • Parents, parents-in-law and their partners • Sons and daughters; stepsons and step-daughters and their partners • Brothers and sisters and their partners • A partner's parent, child, brother or sister • Grandparents, grandchildren and their partners • Someone who is dependent on you or whom you are dependent on • Close friends 	<p>Other relatives (e.g. uncles, aunts, nieces, nephews & their partners)</p> <p>Other friends (e.g. someone you are acquainted with socially, neighbours, business contacts/associates)</p>

7.3 Cyclical programmes of works will be managed by the following staff:

- Technical Services officer
- Repairs Co-ordinator
- Repairs Administrator

Should a customer be a 'connected person' to the staff member managing the programme of cyclical works, the staff member must report the connection to

the Maintenance manager to ensure any potential conflicts of interest are identified and suitable managed.

- 7.4 Staff members of the Trade Team employed by The Association will not be instructed to carry out cyclical works in properties occupied by members of the above groups. This avoids any conflict of interest in relation to the scope of works being carried out.

8.0 Legislation

The Cyclical Maintenance and Gas Safety Policy meets with relevant legislative and good practice requirements, which includes:

8.1 Health and Safety at Work Act etc. 1974

Under this Act, employers must conduct their work so their employees will not be exposed to health and safety risks. Employers must also provide information to other people about their workplace which might affect their health and safety. Thus there is a requirement to pass information regarding asbestos to employees and contractors where relevant when working in our premises/properties. Works in this category may include painting works where materials such as fascias/soffits may have asbestos containing materials.

8.2 Management of Health and Safety at Work Regulations 1999

These regulations require employers to assess health and safety risks to employees and third parties, such as residents who may be affected by our activities and make suitable arrangements to protect them. The regulations stipulate the need to:

- Carry out a suitable and sufficient assessment of the risks for all work activities
- Record the assessments
- Implement the necessary control measure
- Appoint competent persons
- Set up emergency procedures
- Provide information and training
- Work with others sharing the workplace

8.3 Gas Safety (Installation and Use) Regulations 1998 set out the requirements for landlords to inspect and service gas installations on an annual basis and to only allow qualified and approved gas engineers to work on any gas appliances or installations. These sit within the wider context of the health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999.

Under the terms of this legislation, the landlords specific responsibilities are as follows:

- To ensure that all gas appliances (In their ownership or adopted by them), flues and gas installation pipework are maintained in a safe condition.
- To keep all records for a minimum of 2 years
- To give a copy of the Landlords Safety Check Certificate to the tenants within 28 days of the safety check
- To ensure that all new tenants are given a copy of the Safety Certificate prior to occupancy
- To ensure that any work carried out on the Associations behalf is carried out by a Gas Safe registered engineer.

8.4 The enforcing authority for gas safety regulations is the Health and Safety Executive in relation to the guidance for landlords responsible for gas safety

8.5 Ensure compliance with the UK National Standard for the safety of electrical installations, British Standard (BS) 7671 which contains the regulations for the design, installation and testing of electrical installations so as to provide for the safety and proper functioning for the intended use.

8.6 Reporting of Injuries, Diseases or Dangerous Occurrences (RIDDOR)

All employees and contractors of Cadder Housing Association are duty bound to report any incidents that occur during works carried out and is detailed within the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)

9.0 Cyclical Maintenance

9.1 Cyclical maintenance is defined as work that requires to be carried out on an agreed cycle which can be annually or over a number of years.

9.2 Cyclical maintenance involves the planned servicing of, or works to buildings and associated elements to prevent the gradual deterioration of components and finishes and to ensure compliance with any legislation in relation to health and Safety. Cyclical maintenance is essentially preventative or protective and is largely predictable and therefore capable of forward planning

9.3 Cyclical maintenance includes works such as gutter cleaning and external paintwork including close painting however also involves service contracts for the periodic testing and servicing of installations and components such as heating systems, lifts, roof anchors, fire alarm systems, smoke detection systems and electrical installations in tenanted properties.

9.4 Cyclical works will be planned and carried out in line with the following criteria:

- Legislative and safety requirements such as Gas Safety and smoke detection system checks

- In line with the expected life cycle of materials requiring works to prevent deterioration of building elements such as gutter cleaning or external paintwork
- 9.5 The following cycles will be adopted however may be amended due to changes in relevant legislation or deterioration of building elements such as external paintwork:
- Gutters will be inspected and cleaned on a minimum of a 2-year cycle.
 - Close and external painter work will be inspected every 7 years to determine if repainting is required or if the anticipated life cycle can be extended beyond a 7-year period.
 - Gas Safety and smoke detection systems will be inspected annually in line with Gas Safety (Installation and Use) Regulations 1998
 - Roof anchor certification on an annual basis
 - Annual servicing of any lifts installed in premises owned by The Association.
- 9.6 There is currently no statutory obligation placed upon The Association to carry out electrical testing in tenanted properties every 5 years. In the interest of tenant safety and good practice, The Association will aim to inspect all tenanted properties every 5 years and carry out any remedial works required. All void properties will be subject to a successful electrical installation check before re-let.
- 9.7 Works carried out to meet health and Safety requirements such as gas safety inspections and roof anchor testing require certification of the works to be carried out. Certificates will be retained by The Association to maintain up to date records and ensure compliance with relevant legislation and Health and Safety requirements.
- 9.8 Resources to carry out cyclical works will be identified in the following manner:
- If the resources and skills are available within the current trade team staff group.
 - If the current relevant health and safety requirements and legislation in the area of work can be met by the trade team staff group, for example, working at height for gutter cleaning and gas safety qualifications.
 - If best value for The Association and stake holders would be achieved by appointing a specialised contractor to carry out the works
- 9.9 Exercises to identify external contractors to carry out cyclical works will be carried out in accordance with The Associations current Procurement Policy to ensure compliance with current legislative and regulatory requirements in our procurement of services, supplies and goods.

- 9.10 Identification of required cyclical maintenance contributes to the forecasting of maintenance expenditure in the short (annual), medium (5 years) and long-term budgets (30 years) for maintenance expenditure. Expected life cycles and associated costs for works will be included in the development of The Associations 5 and 30 year business plan to ensure adequate financial resources are identified to carry out the works.
- 9.11 Cyclical works are included within The Associations short, medium and long term investment strategy. A five year Investment strategy including cyclical works will be published and issued to tenants and owner occupiers.
- 9.12 Consultation exercises will be carried out for areas of works such as external paintwork to take into account the views of relevant tenants and owners.
- 9.13 Common property works such as gutter cleaning and roof anchor certification will be charged to factored owners in accordance with their deed of conditions which will determine their share of relevant charges.
- 9.14 Information on completed works will be stored on the Associations IT system. The planned maintenance module on SDM will also be updated with information on cyclical works carried out to assist in the identification of future programmes of works.

10.0 Quality Control / Inspection

- 10.1 Programmes of cyclical works such as external painting works require inspection to determine the scope of works and to determine time and materials required. An inspection visit will also be undertaken for cyclical works in progress on, but not limited to, the following occasions:
- When works are in progress to ensure any relevant preparation works are carried out such as undercoating for painter works
 - When high access works are being carried out to ensure the appropriate Health and safety requirements are being met for access arrangement
 - When photographic evidence is required of works in progress to provide evidence of the process followed before completion.
- 10.2 Contractors which are identified to carry out cyclical works will be instructed to evidence high-access works such as gutter cleaning by providing photographic evidence before, during and after works are completed.
- 10.3 Regular contractor liaison meetings will be led by the Maintenance Manager with the Technical Services officer in attendance. This is to ensure contractor performance is monitored and managed in accordance with expected quality of works and delivery of the programme within the allocated time frame.
- 10.4 The Association employs an approved electrician who is legally compliant to carry out electrical testing works. The Association is a member of The trade Association for the Electrical Contracting Industry in Scotland (SELECT)

which carries out an audit of the electrical testing certificates completed by the approved electrician, to ensure compliance with all relevant electrical safety legislation.

11.0 Gas Safety

11.1 In order to reduce the risks associated with the use of appliances and installations using gas in tenanted properties, the Association will ensure the following:

- That gas installations are designed and installed by qualified and competent persons in accordance with the Gas Safety (installation and Use) Regulations 1998.
- That gas appliances owned by tenants are visually inspected for safety during the annual gas service visit
- That gas installations are maintained in a safe condition by carrying out annual gas safety checks and regular maintenance
- That smoke, heat and CO detectors in situ are checked on an annual basis during the gas safety inspection to ensure they are operational, and replace before the end of the expected life cycle
- That it operates a rigorous and robust process to gain access, using innovative ways to gain access where service users refuse it.

11.2 A Gas Safety and Maintenance contractor is employed by The Association to carry out gas related works which includes gas safety, repairs and out of hour emergency works in tenanted properties.

11.3 Privately owned properties which are managed by the Association are responsible for the gas safety and maintenance of their own property in accordance with all relevant legislation.

12.0 Gas Safety Contractor

12.1 The Association will identify an external contractor to carry out gas safety and maintenance works in accordance with The Associations current Procurement Policy to ensure compliance with current legislative and regulatory requirements in our procurement of services, supplies and goods.

12.2 Only approved competent gas contractors and engineers will be allowed to work on or install any of the Associations gas systems and appliances. The company must be registered on the Gas Safe Register and have appropriate levels of Insurance. The company must be a registered body with the Health and Safety Executive and approved to carry out works on gas installations.

12.3 All contractors will be required to show evidence of their Gas Safe registration and provide written confirmation of the Gas Safe registration for engineers that will be working on any of the Associations properties. Such written confirmation will also confirm which areas of gas work the individual engineers are qualified and certified to carry out.

12.4 The contractor will attend bi-monthly performance meetings with the Maintenance Manager with the Technical Services officer in attendance. during which the following elements of the contract will be discussed:

- Performance against the current KPI indicator target of 100% of all gas safety visits carried out before the annual anniversary date
- Customer satisfaction
- Changes in legislation
- Issues with service delivery
- Gas maintenance works which are currently included in the gas Service and Gas Reactive Repair Contract procured by the Association.

13.0 Gas Safety works

13.1 Annual gas safety checks must be carried out on all appliances within a 12 month period to comply with current legislation. To ensure this is maintained, the Association works on an annual safety check cycle of 10 months. The following will be checked during the annual gas safety visit:

- All gas pipework/installations including gas supply piping, full or partial central heating systems, together with all electrical work associated with these installations up to and including any flexible electrical cord to pumps, boilers etc.
- Gas flues and gas fires and associated pipework
- Visual check of gas appliances owned by tenants such as gas cookers
- Smoke and heat detection systems in the property
- Carbon monoxide detectors where fitted
- The effectiveness of any flue.
- The supply of combustion air.
- The operation of the boiler to ensure its safe functioning.

Morning or afternoon appointments will be offered by the gas service contractor.

13.2 The appointed contractor will provide a programme at least 2 months before services are due which will be checked by the Association to ensure it complies with the properties due to have the annual gas service visit carried out. The Repairs Administrator currently monitors gas service visit compliance with support during periods of absence by the Repairs Co-ordinator.

13.3 The safety check will be carried out in accordance with the current gas safety regulations by a qualified and approved engineer. On completion the engineer will issue the following documents:

- A copy of the gas safety certificate to the tenant
- A copy of the gas safety certificate to the Association

- A copy of the certificate detailing testing carried out on smoke and heat detection systems in the property and any remedial works required to the Association

The gas safety certificate will record the required statutory information and any additional information required under the gas Safety and maintenance contract.

- 13.4 On receipt the safety check certificates will be checked for accuracy and be filed against the property on the Associations IT system, currently SDM. The certificate will be retained for a minimum period of 2 years.
- 13.5 Weekly no access reports will be shared with Customer Service officers to determine if they can assist with access where possible.
- 13.6 A no-access procedure is in place to ensure properties are serviced annually. This procedure ensures 3 attempted appointments/visits to each property are made prior to forced entry being undertaken. The procedure ensures the forced access takes place prior to the annual service expiring.
- 13.7 The tenant will be charged all associated costs incurred by having to force access in accordance with the Associations re-charge repairs policy.
- 13.8 On occasion when access is gained to carry out the gas safety check and no gas supply is available from the meter which is required to carry out the check, the following measures will be taken:
- A further visit arranged if the gas service is within a reasonable time before the anniversary date to allow the tenant time to credit the gas meter
 - If there is a risk the annual service will expire before the tenant can credit the gas meter, the gas supply will be capped off to ensure the safety of the tenant and occupiers. Temporary electric heaters will be offered and supplied to provide heating.
 - The tenant will be offered support to manage the utility supply in order to credit the gas meter and have the safety check carried out.
- 13.9 No work will be instructed by the Association which will adversely affect the safety of the fitting, examples would be:
- Lowering chimneys which would alter the draw of exhaust fumes
 - Changing the use of a room containing an appliance to sleeping accommodation
 - Erection of garage or shed adjacent to a flue outlet
 - Fitting gas pipework adjacent to other materials which would result in corrosion

14.0 Unsafe situations

14.1 Regulation 34 of the Gas Safety (Installation and Use) Regulations 1998 states the following:

‘The responsible person for any premises shall not use or permit to use a gas appliance at any time they know or has reason to suspect that it cannot be used without constituting a danger to any person’.

14.2 The responsible person means, the occupier, the owner of the premises or any person with authority for the time being to take appropriate action relating to any gas therein.

14.3 Within the meaning of the term “unsafe situation” there are three categories of risk that are used to identify the severity of any situation identified:

- **Immediately dangerous** - Where an appliance or installation if left connected to the gas supply and used would cause an immediate danger to life or the property.
 - Action - Carry out the repair, if possible, if not
 - Disconnect the appliance and seal the pipework and attach a warning label, with the tenants permission, or
 - Where permission is not granted, the emergency service provides must be notified i.e. Scotia Gas Networks
- **At Risk** - Where an appliance or installation if left connected to the gas supply and used would cause a danger to life or the property.
 - Action - Carry out the repair, if possible, if not
 - Disconnect the appliance and seal the pipework and attach a warning label, with the tenants permission
- **Not to current standard** - These situations, when identified, need only be recorded and attended to when suitable. They do not pose danger to life or property. However, where two or more NCS faults are identified and they are of a flueing or ventilation nature, or a combination of both, then the situation becomes at risk.
- Any Association member of staff who is aware of a gas leak must inform Scotia Gas Networks, unless definite proof of reporting is available

14.4 The above includes appliances owned by the tenant. Visual inspections of tenant’s gas appliances, mainly gas cookers, will be carried out during the annual gas service visit. Should any of the above ‘unsafe situations’ be identified, the appropriate level of action will be taken.

14.5 Gas fires installed in tenant’s properties will be disconnected and removed if the gas fire, flue or any associated elements of the gas fire is found to be

unsafe for use during a gas service or gas maintenance visit. No replacement fire will be fitted.

- 14.6 Applications for permission to install gas fires in properties will be refused to minimise the risk of potential carbon monoxide poisoning which is increased by the use of open gas appliances. The Association will assess other applications for permission in relation to the alteration or improvement of current heating installations in line with the Associations Tenant Alterations Policy Incorporating the Tenants Right to Compensation for Improvements.

15.0 Tenants responsibilities

- 15.1 Tenants must inform Cadder Housing Association if they suspect that an appliance or system is unsafe, it is a criminal offence to knowingly use an unsafe gas appliance.
- 15.2 Tenants must not attempt to carry out or instruct independent works on any gas appliance or system owned by the Association or associated pipework in relevant premises .
- 15.3 In an emergency the tenant must turn off the gas supply and inform Scotia Gas Networks and Cadder Housing Association.
- 15.4 Tenants are responsible for the supply, repair and maintenance of their own appliances such as gas cookers.

16.0 Gas safety quality control / Inspection

- 16.1 The Association will instruct an independent audit annually of a sample of gas safety visits to ensure all legislative requirements are being met:
- A sample of work in progress and work completed shall be inspected, and the calibration and quality of the equipment carried by the operative.
 - The visits will be carried out at times and dates agreed with the Association. Joint inspections with the gas contractor's supervisors may also be arranged. Any required corrective action identified will be carried out and any training needs addressed with the gas contractor. Where the findings are more serious then appropriate action may be taken such as removal of the operative from site and if applicable, RIDDOR incidences reported to the Health and Safety Executive.
 - Tenants must ensure access is given for the audit to be carried out. Failure to provide access may result in forced access measures being taken in accordance with the Associations no-access procedure.

17.0 Customer Satisfaction

17.1 Repairs and maintenance which includes cyclical works is often the main service area which tenants are likely to encounter therefore we recognise the importance of collecting information on tenants opinion of the service being provided.

17.2 Customer satisfaction will be gathered during cyclical works such as gas safety works. Satisfaction following completion of programmes of work such as painter work will be gathered on completion of the works. Levels of satisfaction will be gathered using one or more of the following methods, determined by the scope and nature of the works:

- Text message issued to customers
- Questionnaire issued and completed with a member of staff or returned to The Association
- Telephone call by staff to determine levels of satisfaction
- Surveys issued by contractors carrying out works which will be shared with and scrutinised by The Association

18.0 Performance

18.1 Performance will be reported internally to the Finance, Audit and Performance Sub-Committee split into areas of cyclical works and will include the following:

- Performance of trade Team and Contractors carrying out cyclical works including KPI results and measurements against relevant targets for works
- The cost of cyclical programmes against profiled budgets
- Customer satisfaction

18.2 The Maintenance Manager will monitor the performance of the Trade Team and contractors and will meet with them to discuss performance issues and other matters relating to working for the Association. The frequency of meetings with contractors will be determined by the type of works being carried out, the results of Key Performance indicators where applicable and the quality control inspections status of their contract. Meetings with the trade team will be carried out bi-monthly to communicate levels of performance, areas for improvement and customer satisfaction.

19.0 Confidentiality and General Data Protection Regulations (GDPR)

The Association is fully committed to compliance with the requirements of the General Data Protection Regulations (EU) 2016/679 (GDPR), which came into force on 25 May 2018. The Association will therefore follow procedures that aim to ensure that all employees, Committee members, contractors, agents, consultants, partners or other persons involved in the work of the Association and who have access to any personal data held by or on behalf of

the Association, are fully aware of and abide by their duties and responsibilities under GDPR.

20.0 Complaints

- 20.1 The Association aims to provide a first class service to all of its tenants and customers. We will therefore strive to keep service complaints to an absolute minimum, but when these are received, will also consider if we can learn from these to help improve service.
- 20.2 If you find the delivery of service does not meet the Cyclical Maintenance and Gas Safety Policy, you should initially contact The Association to discuss matters. This will then be assessed at stage 1 of The Association's complaints' procedure. Stage 2 of our complaints procedure will attend to complaints that require further investigation on issues that customers continue to be unhappy with after completion of stage 1. We will investigate stage 1 and stage 2 complaints within 5 and 20 working days respectively.
- 20.3 Not all investigations will be able to be completed within 20 working days. For example, some complaints may be so complex that they require careful consideration and detailed investigation beyond the 20 day limit. However, these would be the exception and we will always try to deliver a final response to a complaint within 20 working days. We will notify customers if we require more than 20 working days to complete our investigations.
- 20.4 Once the investigation stage has been completed, the customer has the right to approach the Scottish Public Services Ombudsman (SPSO) if they remain dissatisfied.
- 20.5 The SPSO considers complaints from people who remain dissatisfied at the conclusion of our complaints procedure. The SPSO looks at issues such as service failures and maladministration (administrative fault), as well as the way we have handled the complaint.
- 20.6 SPSO Details:-

In person: SPSO
4 Melville Street
Edinburgh
EH3 7NS

By post: SPSO
Freepost EH641
Edinburgh
EH3 0BR

Freephone: 0800 377 7330

Online contact: www.spsso.org.uk/contact-us

Website: www.spsso.org.uk

Mobile site: <http://m.spsso.org.uk>

- 20.7 Where an owner is dissatisfied with the outcome of their complaint, they are entitled to contact the Housing and Property Chamber, First-tier Tribunal for Scotland:

Housing & Property Chamber
First-tier Tribunal for Scotland
Glasgow Tribunals Centre
20 York Street
Glasgow, G2 8GT

Telephone - 0141 302 5900

E-mail - HPCadmin@scotcourtribunals.gov.uk

Web-site - www.housingandpropertychamber.scot

You can obtain a copy of our complaints procedure by telephoning 0141 945 3282, e-mailing – enquiry@cadderhousing.co.uk or by calling into our office

21.0 Review of the Policy

- 21.1 The Policy will be reviewed in 2 years or earlier to take into account:

- Changes to legislative, regulatory and good practice requirements
- The views of Committee, customers and staff
- Association Aims and Objectives
- Changes to Investment Strategies