

CERNACH HOUSING ASSOCIATION LIMITED



Gas Service Policy

Date Approved by Operation Sub Committee:	26 February 2026
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CONTENTS SECTION

<u>Section</u>	<u>Page Number</u>
Introduction	3
Policy Aim	3
Legal and Regulatory Framework	3-4
Definitions	4
Equalities and Human Rights	4
Risk Management	5
Responsibility and Delegated Authority	5
Management Strategy	6
Gas Servicing	6
Repairs and Emergencies	6-7
Tenants Responsibilities and Information	7
Quality Assurance	7
RIDDOR	7-8
Void/Re-Let Procedures	8
Complaints	8
Staff Training	8
Policy Review and Consultation	8-9

1.0 Introduction

- 1.1 Cernach Housing Association (CHA) has a legal responsibility to service and maintain all gas appliance and flues installed within our housing stock.
- 1.2 This document will detail CHA responsibility in relation to Gas Safety.

2.0 Policy Aims

- 2.1 The aim of this Policy is to ensure the effective inspection, maintenance and management of gas systems within premises owned by CHA.
- 2.2 The gas safety system, inspection and monitoring programmes will also include the carbon monoxide monitoring systems and smoke and heat detectors which are an essential part of the gas safety management programme.

3.0 Legal and regulatory framework

- 3.1 CHA must comply with the obligations placed upon it by The Gas Safety (Installation and Use) Regulations 1998, subsequently amended in 2018. In summary this requires the Association to:
 - ensure gas fittings and flues are maintained in a safe condition;
 - ensure an annual safety check is carried out on each gas appliance/flue;
 - have all installation, maintenance and safety checks carried out by a Gas Safe registered gas installer;
 - keep an electronic record of each safety check for at least two years;
 - Ensure our contractor issues a copy of the latest safety check record to existing tenants within 28 days of the check being completed, or to any new tenant before they move in.
- 3.2 In addition, the policy will ensure we manage our services in order to meet the outcomes of the Scottish Government's Scottish Social Housing Charter in particular outcomes:

Outcome 1 – Equalities Social landlords perform all aspects of their housing services so that: They support the right to adequate housing every tenant and other customer have their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

Outcome 4 – Quality of Housing Social landlords manage their businesses so that: Tenants' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS) and any other building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Standard.

Outcome 5 – Repairs, Maintenance and Improvements Social landlords manage their business so that: Tenants' 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 Social landlords manage all aspects of their businesses so that: tenants', owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

- 3.3 This policy has been developed using reference from Landlord Facilities Health, Safety and Welfare Management System, control Manual.
- 3.4 CHA will deliver services which are measured against the Scottish Housing Regulator's relevant performance indicators as a part of our Annual Return on the Charter.
- 3.5 CHA will apply this policy in a manner, which ensures compliance with the legislation while supporting its overall objective of ensuring tenant's health and safety in line with providing a high-quality repairs service.

4.0 Definitions

- 4.1 "Competent Person" – person suitably trained and qualified by knowledge and practical experience, and provided with the necessary instructions, to enable the required task (s) to be carried out correctly. This person must be Gas Service Registered.
- 4.2 "Gas Appliance" – means an appliance for the heating, lighting, cooking or other purposes for which gas can be used. In general, portable or mobile appliances are not covered, except the use of portable or mobile space heaters (e.g. LPG cabinet heaters).
- 4.3 "Gas Fittings" – means pipework, valves (other than Emergency Controls), regulators and meters and fittings etc. designed for use by consumers of gas.
- 4.4 "Flue" – means a passage for conveying the products of combustion from a gas appliance to the external air.
- 4.5 "Gas" – includes natural gas and LPG gas.

5.0 Equality and Human Rights

- 5.1 The Association's Equality and Human Rights policy, which was approved by the Committee in April 2021, outlines our commitment to promote a zero tolerance to unfair treatment or discrimination to any person or group of persons, particularly on the basis of any of the protected characteristics¹. This includes ensuring that everyone has equal access to information and services, and, to this end, the Association will make available a copy of this document in a range of alternative formats including large print, translated into another language or by data transferred to voice.
- 5.2 We are also aware of the potential for policies to inadvertently discriminate against an individual or group of individuals. To help tackle this and ensure that it does not occur, best practice suggests that organisations carry out Equality Impact Assessments to help identify any part of a policy that may be discriminatory so that this can be addressed (please see section 6 of the Equality and Human Rights policy for more information).

¹ The Equality Act 2010 identifies the "protected characteristics" as age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, gender reassignment and sexual orientation.

- 5.3 In line with section 6 of the Equality and Human Rights Policy, the Association carried out an Equality Impact Assessment on this policy, and no remedial action was identified as necessary. The full assessment is appended at the end of this policy.

6.0 Risk Management

- 6.1 The Association has considered the risks of failing to adhere to the policy. The Association are committed to ensuring our tenant's health and safety remains a high priority. This is reflected in the risk matrix which identifies a range of mitigating actions that we use on an ongoing basis to minimise/negate or manage each individual risk.
- 6.2 We seek to mitigate business risk through appropriately review of policies, procedures and legal requirements in relation to tenants' health and safety. We will continually to network with partners to ensure we are implementing best practice.
- 6.3 The Assurance sub-Committee monitors progress in relation to the mitigation actions on a quarterly basis and the Management Committee conducts an annual review in December each year and a mid-year review in June.

7.0 Responsibility & Delegated Authority

- 7.1 The Management Committee has delegated the Operations Sub- Committee authority to monitor compliance in relation to Tenant's Health and Safety.
- 7.2 It is the responsibility of the Maintenance Team to implement this policy as delegated by the Senior Maintenance Officer. Individual Maintenance staff have responsibility for ensuring that the Gas Servicing internal procedures are adhered to.

The Senior Maintenance Officer has responsibility for:

- Monitoring performance
 - Monitoring the operation and implementation of the policy
 - Key aspects of day-to-day service delivery
 - Review of the policy
 - Reporting to the Operations Manager and Operations Sub Committee on key performance indicators
 - Report to Operations Sub Committee on statistics of Compliance.
- 7.3 The Operations Manager retains overall responsibility of the implementation of this policy. The Operations Sub Committee hold responsibility of approval of this policy as delegated by the Management Committee.
- 7.4 The Maintenance staff has delegated authority to take appropriate action. These cases are monitored by the Senior Maintenance Officer.
- 7.5 The Operations Sub Committee continues to monitor cases and will provide recommendation on cases presented.

8.0 Management Strategy

- 8.1 The Association have an established formal system for recording all activity in relation to gas servicing, maintenance, repairs, installations, emergencies and all other relevant gas safety management data, which is updated and continually maintained to ensure compliance with regulations.
- 8.2 Cernach have a robust procedure for ensuring adherence to the Gas Servicing Policy during its operation delivery of implementing the policy.
- 8.3 This policy applies only to appliances installed by Cernach and not tenants own appliances such as cookers or fires.

9.0 Servicing of Gas boilers

- 9.1 The Association will programme all gas safety inspections within a 10-month cycle in order to reduce the risk of services exceeding the 12-month statutory timescale. Safety checks will also be carried out to void properties
- 9.2 The Gas Engineer will carry out the servicing in accordance with Gas Safe Register requirements and the work instructions for the servicing of gas appliances
- 9.3 During the gas service visit, the Gas Engineer will carry out a safety inspection of any non-Association gas appliances in the property and check (and replace if required) carbon monoxide detectors, heat detectors and smoke detectors.
- 9.4 The Association will obtain a current Landlord's Safety Record (CP12) for each of our properties which has a gas supply. Electronic copies of all CP12 will be kept on file for two years.
- 9.5 When a mutual exchange of properties takes place, a gas safety check will be carried out immediately prior to the change in tenancy, regardless of when the last annual service was undertaken.
- 9.6 In fulfilling its legal responsibilities, the Association shall pursue a clear process in order to secure access to the properties for the servicing work to be carried out. This process is noted within the Association's Gas Procedure

10.0 Repairs and Emergencies

- 10.1 The Association will use a competent service contractor to carry out repairs and emergency responses. This contractor will carry out annual servicing to gas appliances and raising landlord's gas safety records, the contractor will also provide a full reactive gas repairs and emergency response service.
- 10.2 Should any faulty equipment be observed, Cernach will take appropriate action to minimise any health and safety risk.
- 10.3 Where the contractor has been unable to obtain access to undertake necessary repair work the contractor must bring the situation to the attention of the Association. The Association will then pursue appropriate action required to mitigate any risk.

- 10.4 In the event, repairs cannot be readily made and the heating system remains switched off the contractor will be asked to provide temporary heating and will advise the Association of the repair problem to agree remedial work.
- 10.5 If temporary heating is provided to customers, this will not be in the form of Liquefied Petroleum Gas (LPG) or other bottled gas heating sources.
- 10.6 Any suspected gas leaks should be reported directly to Scottish Gas Networks (SGN) as they have a statutory duty to attend gas escapes reported to them within two hours of receipt.

11.0 Tenants Responsibilities and Information

- 11.1 Upon commencing the tenancy and on an annual basis thereafter through newsletters and website, Cenrach will outline the importance of gas safety ensuring to include:
- Emergency contact numbers and reporting procedures
 - Cenrach's commitment to gas safety.
 - Tenants' responsibilities under their Tenancy Agreement.
 - Key health and safety risks.
 - The importance of the annual safety check and the need for access to premises.
 - Key points on the safe use of gas and gas appliances including action to be taken if a gas leak is suspected.
 - The requirement to ensure that all gas related work must be carried out by a Gas Safe registered engineer.
- 11.2 Tenants' responsibilities in relation to Gas Safety include:
- Allowing access for the annual gas service.
 - Report faults or concerns in relation to gas appliances immediately
 - Use gas appliances safely and correctly
 - When installing your own gas appliance, ensure this is installed by a competent person.
 - Ensure to read and follow any safety advice provided by the Association

12.0 Quality Assurance

- 12.1 The Association's contractors will audit 10% of all completed annual services. In addition, an independent external organisation will be appointed by the Association to review 10% of the contractor's completed audits
- 12.2 The contractor undertaking the Quality Assurance (QA) work will require to be Gas Safe registered and employ fully qualified engineers.
- 12.3 Where the QA contractor identifies situations that pose an immediate or imminent risk to health, the contractor will notify the Association as soon as practicable. These notifications should be in addition to the regular reporting regime.

13.0 Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)

- 13.1 In relation to gas safety there are duties imposed upon gas conveyers, suppliers, etc. to report cases whereby death or a major injury (as defined by regulations) occurs out of or in connection with the gas supplied.
- 13.2 It is also recognised that a contractor will have a duty to formally report certain situations where it is deemed likely that the gas installation may cause death or major injury. The types of faults likely to cause death or major injury and would be reportable include: -
- i. A dangerous gas leak arising, for example, from the use of unsatisfactory materials or bad workmanship.
 - ii. A gas appliance which spills products of combustion or shows signs of incomplete combustion or shows signs of combustion problems due to inadequate ventilation
 - iii. An appliance which is not suitable for use with the gas supplied
 - iv. An appliance in which a safety device has been made inoperative
 - v. Use of unsatisfactory materials in gas connections
 - vi. An appliance installation which has become dangerous through faulty servicing
- 13.3 Further information on RIDDOR is contained within the Accidents Policy of the Organisation's Health & Safety Manual.

14.0 Void/Re-Let Procedures

- 14.1 When a property becomes void (empty), a new Gas Safety check will be carried out to ensure that during the time of the previous tenure there have been no alterations which may impact on the safety status of that property. Such issues may include the outgoing tenant tampering with the Gas boiler or installing a fire or cooker incorrectly.
- 14.2 The new Gas Safety Certificate will be issued to the incoming tenant.

15.0 Complaints

- 15.1 The Association has a published Complaints policy & procedure, which can be used where there is dissatisfaction with this policy or the operation of this policy. Any tenant who feels aggrieved by their treatment under this policy can ask for a copy of the Association's complaints policy, which is available at the Association's office and on the website www.cernachha.co.uk.
- 15.2 As with all our service policies, the complaints policy can be made available in large print, translated or on tape. Tenants also have the right to complain to the Scottish Public Services Ombudsman

13.0 Staff Training

- 13.1 Cernach recognises that staffing levels and high-quality training are essential to meeting the needs of its tenants. The Association is fully committed to ensuring that all relevant staff receive thorough training in the effective management of Gas Servicing. This training will be maintained, reviewed, and updated regularly to ensure continued compliance and best practice.

- 13.2 Staff will continually be encouraged to network with other RSLs to share best practice in dealing with Gas Servicing.

14.0 Policy Review and Consultation

- 14.1 The Association has developed this policy in consultation with tenants tea and talk and account taken of representations made.
- 14.2 The Association will publish a summary of this policy in our newsletters, and it will be made available on the Association website.
- 14.3 The Operations Sub-Committee and the Management Committee will review the Gas Servicing Policy every three years. This review will be brought forward if there is a need to respond to new legislation and/or policy guidance.

Cernach Housing Association Equality Impact Assessment Tool



Name of the policy / proposal to be assessed	Gas Servicing Policy	Is this a new policy / proposal or a revision?	New
Person(s) responsible for the assessment	Kimberley Cowan		
1. Briefly describe the aims, objectives and purpose of the policy / proposal	The aim of this policy is to ensure the Association compliance in relation to Health and Safety, specifically in relation to servicing of Gas supply within the properties in which we own.		
2. Who is intended to benefit from the policy / proposal? <i>(e.g. applicants, tenants, staff, contractors)</i>	Tenants, residents, owners and staff		

3. What outcomes are wanted from this policy / proposal ? (e.g. <i>the benefits to customers</i>)	To ensure adherence to the obligations placed upon Cernach as a landlord and housing provider of The Gas Safety (Installation and Use) Regulations 1998, subsequently amended in 2018
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4. Which protected characteristics could be affected by the proposal? (<i>tick all that apply</i>) ☐ Age Disability ☐ Marriage & Civil Partnership ☐ Pregnancy/Maternity ☐ Race ☐ Religion or Belief ☐ Gender ☐ Gender Reassignment ☐ Sexual Orientation		
5. If the policy / proposal is not relevant to any of the protected characteristics listed in part 4, state why and end the process here. While policy actions such as rent charges, arrear actions and recovery apply equally, there are some impacts upon groups which apply generally when communicating with our tenants and residents.		
6. Describe the likely positive or negative impact(s) the policy / proposal could have on the groups identified in part 4	Positive impact(s)	Negative impact(s)

7. What actions are required to address the impacts arising from this assessment? (<i>This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts</i>).	
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Signed: *K Cowan*

Job Title: Operations Manager

Date the Equality Impact Assessment was completed: 26 February 2026

Please attach the completed document as an appendix to your policy / proposal report