

## STATEMENT OF INTENT

The purpose of the procedure is to set out the roles and responsibilities within Saffron Housing Group and its managing agents for the achievement of gas and heating safety, and adherence to any statutory responsibilities and industry best practice.

The procedure should be read in conjunction with the Saffron Gas Management Policy, Heating Safety Risk Assessment and Servicing Procedure.

## 1 PURPOSE

- 1.1 The purpose of this procedure is to support the Gas Work Policy to ensure that Saffron Housing Trust manages its properties in accordance with all relevant legislation and good practise to protect the Health and Welfare of tenants, residents, visitors, staff, contractors, or members of the public in connection with properties owned or managed by Saffron Housing Trust.
- 1.2 This procedure applies to all residential properties managed by Saffron Housing Trust plus commercial buildings, depots, and offices. This procedure does not apply to any shared ownership properties where the gas system is the responsibility of the homeowner.
- 1.3 The following legislation and guidance apply to this procedure:
  - The Health and Safety at Work Act 1974
  - The Gas Safety (Installations & Use) Regulations 1998 (as amended)
  - Building Regulations (as amended)
  - The Gas Safety (Management) Regulations 1996
  - Management of Health and Safety at Work Regulations 1999
  - Landlord and Tenant Act 1985
- 1.4 This procedure applies to all properties and heating appliances where Saffron Housing Trust has a legal, regulatory, or best practice duty to maintain heating appliances and fittings. This includes:
  - All properties owned or managed by Saffron Housing Trust where gas is provided
  - All heating appliances and fittings provided by Saffron Housing Trust as the Landlord
  - All heating appliances and fittings provided by former tenants where these have been left in place following re-letting
  - All heating appliances and fittings provided by current tenants that Saffron Housing Trust have agree in writing to adopt
  - Heating appliances and fittings, including communal boilers, provided by Saffron Housing Trust in sheltered accommodation, hostels, other shared accommodation, or within shared heating schemes.

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- Heating appliances and fittings provided in shared ownership/leased accommodation may be included.
- 1.5 Saffron Housing Trust also has a responsibility in respect of any portable gas appliances and flues including liquid petroleum gas (LPG) appliances it has provided. However, Saffron Housing Trust does not generally provide such appliances and its tenancy conditions exclude the use of LPG appliances in customers' homes where the safety and layout of the home do not allow for the suitable storage of bottled gas appliances
  - 1.6 All flues within Saffron Housing Trust properties are included in this procedure. The flue checks procedure is included in Saffron Housing Trusts Heating Safety and Servicing procedure.
  - 1.7 The Policy Statement is supported by this document which addresses the way in which Saffron is organised to comply with the HSE management model.
  - 1.8 Whilst Saffron Housing Trust does not have a legal obligation under the GSIUR (Gas Safety Installations and Use Regulations 1998) to maintain gas appliances and fittings it has not provided. This procedure includes a visual only check of tenants' own gas appliances and fittings that it has chosen not to adopt but does not include servicing or other maintenance.
  - 1.9 Whilst there is currently no specific legal or statutory obligation for landlords relating to the annual servicing of oil, Heat pumps, unvented cylinders or solid fuel burning appliances, there is a clear expectation by the HSE and the RSH that landlords will adhere to best practice and industry standards to ensure the welfare of its tenants and residents and its adherence to good health and safety practices.
  - 1.10 It is intended that each property with a heating appliance where Saffron Housing Trust is responsible for maintenance will receive a heating safety check and service within 12 months of the previous check and service.
  - 1.11 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 customer 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 and re-instatement.
  - 1.12 For newly installed gas heating or heating appliances, a heating safety check and service will be carried out within 12 months of installation, or less if required by the manufacturer's instructions.
  - 1.13 The gas servicing admin team will generate the monthly gas service scheme using the Saffron Housing Trust property database, and scheduling software. This software will schedule the appointments based on a 10-month service cycle. The software will then book due services and generate first service appointment letters for tenants.

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- 1.14 The service engineer will attend on the appointed day and complete the service and Landlords Safety Inspection, using digital device.
- 1.15 If access is not achieved, the engineer will complete the appointment on the digital device as “tenant not in.” This information is automatically updated on the Saffron Housing Trust backend software, Dynamics 365. The gas servicing admin team will then generate a second service appointment letter, which is sent to the tenant confirming the appointment.
- 1.16 If access is not achieved on the second service appointment the engineer will complete the appointment again, and the gas servicing admin team will then pursue a third appointment, booked directly with the tenant.
- 1.17 If access is still not achieved on the third service appointment, then the Housing Management Team becomes involved in the process and issues a notice of possible injunction action letter to the tenant.
- 1.18 If access is not granted before the expiry of the valid Landlords Gas Safety Report (LGSR) then injunction action will begin. Following a risk assessment, the gas meter will be disked where possible and the gas supply to the property shut off.
- 1.19 Where disking of the gas meter is not possible, such as where the meter is internally located and access not provided, the housing Management Team will pursue a court injunction for access.
- 1.20 Once the Landlords Gas Safety Inspection Record has been completed, the report will be audited before being sent to the tenant by post within 28 days of the servicing appointment taking place.

## **2 ORGANISATIONAL RESPONSIBILITIES**

- 2.1 Saffron recognises that overall responsibility for gas safety lies with all levels of management, with management having direct responsibility for activities, employees and commissioned and contracted services under their control. However, all employees have a legal and moral responsibility to take reasonable care for the health and safety of themselves and for those other persons who may be affected by their acts or omissions.

The Chief Executive officer (CEO) of Saffron has overall responsibility for Saffron’s Gas Safety Policy.

## **3 MANAGEMENT RESPONSIBILITIES**

### **Chief Executive Officer**

- 3.1 The Chief Executive Officer (CEO) has overall responsibility for gas safety and well-being at Saffron. The CEO is responsible for ensuring:

- The Gas Safety Policy Statement and the gas safety management system is properly implemented and adhered to across the organisation
- The effectiveness of the gas safety organisation and arrangements
- The provision of appropriate resources to enable persons with specific responsibilities to perform their duties effectively
- An appropriate plan is in place to deal with identified risks and to improve the gas safety performance of Saffron

## **Directors**

3.2 Directors have responsibility for ensuring that suitable and adequate resources and arrangements are in place for the management and control of gas safety within their directorates. In particular, they must ensure that:

- Saffron's gas safety policy and procedures are implemented within their areas of responsibility
- Effective directorate/service policies and procedures are developed and implemented for specific service-related areas of risk, along with detailed work instructions where necessary
- They and their management team understand and are competent to carry out their duties for gas safety and compliance
- Adequate budgetary provision is made to meet the cost of fulfilling the directorate's responsibilities in relation to gas safety and compliance
- Adequate time and resources are given to managers and employees to fulfil their roles as defined by this procedure

## **Managers**

3.3 Managers will be responsible for all employees and activities under their control and will ensure that the requirements of relevant gas safety policies and procedures are complied with. In particular, they will:

- Ensure that risk assessments are undertaken as appropriate by persons competent to do so and that adequate control measures are taken on a risk basis to reasonably minimise the health and safety risks to their employees and to any other persons who may be affected by the activities
- Monitor and review health, safety, and well-being performance through:
  - Undertaking inspections of the relevant work area/practices under their control
  - Setting health, safety and well-being targets and objectives as appropriate through appraisals and other supervisory reviews
  - Reviewing incidents and accidents to ensure lessons are learnt and preventative action is taken where necessary
  - Monitoring commissioned and contracted work under their control for compliance with regulatory and contract standards

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- Develop safe systems of work and procedures and ensure that they are implemented
- Set a personal example by including health and safety, and well-being management in daily management practice and demonstrating safe personal working practices
- Ensure action is taken to resolve any situations that may adversely affect the health and safety of employees or other persons. They will rectify any problem within their own resources or see it is raised with the appropriate Director without delay where they do not have the budgetary or management control to do so
- Ensure that they personally undertake all relevant training and all employees under their control are given adequate information, instruction, training, and supervision to carry out their duties safely, paying particular attention to new/inexperienced employees and trainees
- Ensure that all plant and work equipment provided is selected through a risk assessment process and is suitable for the tasks, properly maintained and subject to all necessary tests and examinations
- Ensure that accidents and incidents (including near misses and incidents of violence and aggression) are properly reported, processed, and investigated by competent persons, in conjunction with the H&S Team, and the findings acted upon without delay
- Ensure that employees and their trade union representatives are consulted on matters of health and safety that affect them and other members of staff
- Ensure information that may assist safety representatives in their role is provided to them as necessary
- Work with Facilities Managers to ensure premises issues affecting their employees are adequately managed and communicated
- When commissioning work through partners and contractors, ensure that they are selected and managed in accordance with statutory requirements and Saffron policies
- Ensure that they seek timely assistance and advice where expert help is required from the Health and Safety Team

## **Employees**

3.4 All employees have an individual responsibility to take reasonable care for the safety of themselves and for those other persons who may be affected by their acts or omissions. In particular, employees must:

- Comply with Saffron's Gas Safety Policy and procedures at all times
- Co-operate with their management in complying with relevant health and safety safe systems of work and procedures
- Use all work equipment and substances in accordance with the manufacturers instruction and training received
- Wear, use, store, maintain and replace personal protective equipment as appropriate
- Not intentionally misuse anything provided in the interests of health and safety
- Take part in and contribute to health and safety inspections, risk assessments as appropriate
- Report all accidents (personal injury and vehicle), ill-health, incidents of violence and aggression, near misses, hazardous situations, general health and safety concerns, defective equipment or premises in line with Saffron policy

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- Attend all training relevant to their role

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