



Saffron
Housing Trust

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Trust

Policy: Gas
Management

STATEMENT OF INTENT

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

The policy should be read in conjunction with the Heating Safety Risk Assessment and Servicing Procedure.

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1. REFERENCES

- 1.1 Legislation and regulation informing this policy.
 - Health and Safety at Work Act 1974
 - Gas Safety (Installation and Use) Regulations 1998
 - Management of Health and Safety at Work Regulations 1999
 - Gas Safety (Management) Regulations 1996
 - Building Regulations 2010 (including amendments)
 - Landlord and Tenant Act 1985

1.2 Saffron Gas procedure documents

- Section 01 – Gas Management Procedure
- Section 02 – Risk Assessment Procedure
- Section 03 – Gas Industry Unsafe Situations Procedure
- Section 04 – Gas Escape Procedure
- Section 05 – Audit Procedure
- Section 06 – Open Flue Procedure
- Section 07 – Properties outside Service Programme
- Section 08 – Tightness testing Commercial Low pressure Gas Procedure
- Section 09 – Ventilation Check Procedure
- Section 10 – Flue Check Procedure
- Section 11 – Working on Gas Appliances Procedure
- Section 12 – Operative Recruitment Procedure
- Section 13 – Void and Mutual Exchanges Procedure
- Section 14 – Alterations to Property Procedure
- Section 15 – Tightness Testing Domestic Procedure
- Section 16 – Carbon Monoxide Procedure
- Section 17 – Access Procedure
- Section 18 – Conducting Work Inside Residential Properties during COVID

2. INTRODUCTION

Gas is a convenient, efficient, and effective fuel for space heating, heating water, cooking and other applications. However, it is also associated with some health and safety issues including most notably carbon monoxide poisoning and gas escapes.

This policy relates primarily to gas heating; however, the procedure also applies to the following fuel types:

- Solid fuel
- Oil
- Air source / unvented

Each year around 20 people die through carbon monoxide poisoning in the United Kingdom. This policy is designed to ensure that Saffron Housing Trust takes all reasonably practical steps to avoid, minimise and manage risks to its customers.

2.1 Policy objectives

- To ensure that heating appliances and fittings provided by Saffron Housing Trust are properly maintained so that they remain in a safe, effective, and efficient condition.
- To ensure that Saffron Housing Trust meets all its statutory and regulatory obligations in respect of gas and heating safety and maintenance.
- To maintain the quality and good condition of Saffron Housing Trust's housing stock in respect of all Saffron Housing Trust heating appliances and fittings.
- To ensure that an annual heating safety check and servicing is carried out on all heating appliances and fittings where Saffron Housing Trust is responsible for their maintenance.

2.2 Definitions

2.2.1 Within this policy the term 'gas appliances and fitting' is intended to refer to any gas appliance, flue, or installation pipework.

2.2.2 Within this policy the term 'heating servicing' or 'heating safety check' is intended to refer to the annual safety inspection and servicing of any gas, oil, air source/unvented cylinder or solid fuel burning appliances and fittings that Saffron Housing Trust has provided and is responsible for.

2.2.3 Within this policy the term 'heating appliances' is intended to refer to any gas, oil, air source/unvented cylinder or solid fuel burning appliances and fittings that Saffron Housing Trust has provided and is responsible for.

2.3 Legal requirements

2.3.1 Saffron Housing Trust has legal obligations under a number of statutes and regulations including:

- Health and Safety at Work Act 1974
- Gas Safety (Installation and Use) Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Gas Safety (Management) Regulations 1996
- Building Regulations 2010 (including amendments)
- Landlord and Tenant Act 1985

2.3.2 Regulation 36 of the Gas Safety (Installation and Use) Regulations 1998 (GSIUR) requires landlords to ensure that all gas appliances and fittings (including gas installation pipework and flues) provided by the landlord are maintained in a safe condition.

- 2.3.3 Regulation 36 also requires landlords to carry out a safety check on gas appliances and fittings in all properties at least once in every 12-month period.
- 2.3.4 Where it has not been possible to carry out a gas safety check within the prescribed period because access has not been provided, landlords are required to demonstrate that all reasonable steps to secure access have been taken.
- 2.3.5 Regulation 36 requires that, once a safety check has been completed, landlords provide their tenants with a copy of the landlord's gas safety record (Landlord's Safety Certificate or LSR) confirming this within 28 days of the safety check being carried out.
- 2.3.6 Regulation 36 requires that new tenants are provided with a LSR in relation to the most recent gas safety check prior to taking up occupation. The gas safety check must have been carried out within 12 months of the new tenancy commencing.
- 2.3.7 Landlords are required to keep records for at least 2 years of all gas safety checks carried out and for these to be available for inspection by tenants and other interested parties.
A Scanned Images and Documents procedure is included in Saffron Housing Trust's Heating Safety and Servicing Procedure.
An IT electronic Document back up procedure is included in Saffron Housing Trust's Heating Safety and Servicing Procedure.
- 2.3.8 Regulation 3 of the GSIUR requires that only competent persons (currently Gas Safe Register accredited gas engineers) shall carry out gas safety checks, repairs, installations, and other relevant works.
- 2.3.9 Regulation 30 of the GSIUR requires that gas fires, gas space heaters or gas water heaters are not installed in a room intended to be used as a bathroom or shower, or for sleeping accommodation, unless it is room sealed. *1
- 2.3.10 The Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 require employers to carry out a risk assessment including in relation gas safety checks and servicing as they relate to employees, tenants, and other affected individuals.
Risk assessment procedure is included in Saffron Housing Trust's Heating Safety and Servicing Procedure.
- 2.3.11 The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) require employers, the self-employed and people in control of premises to report:

- deaths
- major injuries
- over-3-day injuries – where an employee or self-employed person is away from work or unable to perform their normal work duties for more than 3 consecutive days.
- injuries to members of the public or people not at work where they are taken from the scene of an accident to hospital.
- some work-related diseases
- dangerous occurrences – where something happens that does not result in an injury but could have done.
- Gas Safe registered gas fitters must also report dangerous gas appliances and fittings they find, and gas conveyors/suppliers must report some flammable gas incidents.
- death or major injury arising out of carbon monoxide poisoning.

2.3.12 Section 11 of the Landlord and Tenant Act 1985 requires landlords to “keep in repair and proper working order” installations for the supply of gas and installations for space heating and heating water in its rented accommodation.

**1 An installation that has a 14 kilowatt gross heat input or less may be fitted in sleeping accommodation provided it incorporates a safety control designed to shut down the appliance before there is a build-up of a dangerous quantity of the products of combustion in the room concerned.*

2.4 Regulator for Social Housing (RSH – formerly Homes & Communities Agency) and the Health and Safety Executive (HSE)

2.4.1 In developing this policy, Saffron Housing Trust has considered the 2.4 Regulator for Social Housing (RSH) regulatory framework in that it requires landlords to act within their legal and regulatory requirements.

2.4.2 Account has also been taken of the Gas Health and Safety section of the HSE website (www.hse.gov.uk), including Safety in the Installation and use of Gas Systems and Appliances 1998.

2.4.3 Note has also been taken of the guidance provided by the Audit Commission’s Housing Inspectors in the document “Gas Safety – Guidance for Landlords” December 2005 updated in 2008.

2.5 Customer care and resident involvement

2.5.1 This policy is intended to reflect Saffron Housing Trust’s approach to customer care and resident involvement including:

- consultation with customers about the contents of this policy
- building in high standards of customer care within the policy
- developing, with customers, service standards associated with this policy.
- including customer feedback measures within the quality assurance and performance management arrangements described in this policy.

2.5.2 This policy also includes measures Saffron Housing Trust will take to ensure that the needs of older and vulnerable customers are met, including those living in sheltered or other shared accommodation.

2.5.3 This policy also recognises the needs of diverse communities and reflects Saffron Housing Trust policy on equality and diversity.

3. SCOPE OF SAFETY CHECKS AND SERVICING

3.1 Coverage

3.1.1 This policy 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 and/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 tenant's that Saffron Housing Trust have agreed (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.
- heating appliances and fittings provided in shared ownership/leased accommodation may be included.

3.1.2 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.

3.1.3 Although Saffron Housing Trust does not have a legal duty in respect of leasehold properties where the lease is for seven years or more, this policy

includes provisions for leaseholders to ensure the health and safety of its leaseholders and neighbouring residents.

- 3.1.4 This policy applies to shared ownership properties and/or tenancies that are sub-let where appropriate.
- 3.1.5 All flues within properties are included within this policy. Flue Checks procedure is included in Saffron Housing Trust's Heating Safety and Servicing Procedure.
- 3.1.6 This policy does not relate to electricity or other forms of heating provided in Saffron Housing Trust homes not specifically referenced in section 2.2.
- 3.1.7 Whilst Saffron Housing Trust does not have a legal obligation under the GSIUR to maintain gas appliances and fittings it has not provided; this policy 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.
- 3.1.8 Whilst there is currently no specific legal or statutory obligation for landlords relating to the annual servicing of oil, air source/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 customers, and its adherence to good health and safety practices.

3.2 Safety check and servicing frequency

- 3.2.1 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.
- 3.2.2 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/reinstatement.
- 3.2.3 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.*2

3.3 Heating safety check and service content

3.3.1 The heating engineer (either Saffron directly employed or external contractor) will carry out heating safety checks and servicing in line with:

- the manufacturer's instructions for each heating fitting
- the GSIUR and the HSE Approved Code of Practice*³
- Gas Safe Register Guidance and any other relevant governing body guidance (such as HETAS and OFTEC)

3.3.2 In all cases, heating safety checks and servicing will be carried out by heating engineers who have a current Gas Safe Register accreditation, or an accreditation appropriate to the heating appliance being checked and serviced and are qualified to a recognised industry standard for each relevant appliance type. Saffron Housing Trust holds an up-to-date matrix of all qualifications of engineers including external contractors.

**2 For newly installed gas heating boilers a benchmark record will be generated at installation recording the steps taken at installation including system flushing. This will help validate the warranty and provide a benchmark for future servicing and repair.*

**3 Safety in the Installation and use of Gas Systems and Appliances, HSE, 1998.*

4. IMPLEMENTING THE HEATING SAFETY CHECK PROGRAMME

4.1 Saffron Housing Trust recognises that, to fulfil its obligations in providing heating safety checks, it is crucial to enlist the support of customers in providing access to heating engineers. It will achieve this by promoting the safe use of heating appliances including the need for an annual heating safety check, by providing clear notification of the need for access accompanied by an appointment date, and using legal remedies to secure access as a last resort where access has been denied.

4.2 Programme implementation and access procedures are included within the Heating Safety Risk Assessment and Servicing Procedure this includes an access procedure from housing management.

5. FOLLOW UP ACTION

5.1 If the heating safety check reveals an unsafe situation the appropriately qualified heating engineer will determine the appropriate action to be taken.

5.2 In dealing with unsafe gas situations as described in Regulation 34 of the GSIUR 1998, Saffron Housing Trust will comply with the procedure laid down in the Gas Industry Unsafe Situations Procedure, ninth edition. This procedure identifies unsafe situations on two levels:

- Immediately Dangerous (ID) - an appliance/installation which, if operated or left connected to the gas supply, is an immediate danger to life or property.

- At Risk (AR) - an appliance/installation where one or more faults exist and which, as a result, if operated, may in the future constitute a danger to life or property.

6. TENANTS APPLIANCES, INSTALLATIONS AND CARBON MONOXIDE (CO) ALARMS

- 6.1 In the interest of the health and safety of Saffron Housing Trust customers, a visual safety check, excluding servicing, will be offered to customers for their own gas cooking appliances and fittings.
Tightness Testing part 1-2 procedure is included in Saffron Housing Trust's Heating Safety and Servicing Procedure.
- 6.2 The appropriately qualified heating engineer will identify all heating fittings belonging to the customer and record these on the LSR record.
- 6.3 A tenants' heating appliances and fittings procedure has been included within the Heating Safety and Servicing Procedure.
- 6.4 Under current regulations there is now a legal requirement for CO alarms to be fitted. Saffron Housing Trust specifications for electrical rewires/inspection and new heating installations and boiler upgrades have been amended to include the provision of a CO alarm. This managed approach will ensure all Saffron Housing Trust properties will have a CO alarm installed.
- 6.5 Saffron Housing Trust will carry out an inspection of installed CO alarms whilst carrying out the annual appliance inspection and service, recording the date installed, make and location on the LSR record. The alarm will be changed at the time of the inspection if the replacement due date is within one year of the inspection.

7. VOIDS, NEW TENANCIES AND MUTUAL EXCHANGES

- 7.1 Saffron Housing Trust will cap off the gas supply in all void properties. Upon re-letting, the gas supply will be reconnected upon completion of all void repairs/upgrades, and a gas safety check and servicing carried out.
- 7.2 A gas safety check will be carried out in those properties where a mutual exchange is taking place.
- 7.3 All new tenants, including those in mutual exchanges, will be provided with a Landlord Safety Record (LSR) record at sign up.

8. HEALTH AND SAFETY

- 8.1 Saffron Housing Trust is required to ensure the health and safety of its employees, its tenants and other persons affected by its activities. Saffron Housing Trust will comply with the relevant Health and Safety legislation and any other relevant best practice and industry standards at all times, and act in accordance with the Saffron Health and Safety Policy.
- 8.2 A risk assessment procedure is included in Saffron Housing Trust's Servicing Procedure.

9. HEATING QUALIFICATIONS

- 9.1 In accordance with Section 3 of the GSIUR, all persons carrying out gas safety checks, servicing, repairs, installations and other relevant works on behalf of Saffron Housing Trust are required to have a current Gas Safe Register accreditation with appropriate ACS accreditation and be competent in safe gas installation work which requires engineers to have enough knowledge, practical skill and experience to carry out the job in hand safely, with due regard to good working practice. Competence must be kept up to date, e.g. through awareness of changes in law, technology and safe working practice.
- 9.2 All heating engineer's working within this policy, carrying out servicing, repairs, installations, and other relevant works on behalf of Saffron Housing Trust will hold the appropriate industry qualifications and accreditations. This is managed via a skills matrix.

10 QUALITY ASSURANCE

- 10.1 Demonstrating good quality in heating safety checks and servicing is essential to securing the health and safety of Saffron Housing Trust customers. With reference to the best practice for gas safety identified by the Audit Commission*4, Saffron Housing Trust has in place a quality assurance regime through an independent third-party assessor.

*4 Gas Safety – Guidance for Landlords, Audit Commission, December 2005 updated 2008.

11 PERFORMANCE MANAGEMENT AND WORKS/CONTRACTOR SUPERVISION

- 11.1 Saffron Housing Trust will manage performance and supervise its in-house heating servicing element and any external heating contractors via a suite of agreed key performance indicators (KPI's) and other management information.

- 11.2 Compliance with the regulations will be reported each quarter as part of the compliance report to Saffron Housing Trusts Board.
- 11.3 More detailed KPI's and management information relevant to the performance of the in-house heating servicing and external heating contractors will be reported monthly to the Saffron Asset Management team and at any contract liaison meetings.
- 11.4 Wherever appropriate, performance targets will be agreed and monitored. These will be reviewed and revised each year to ensure continuous improvement.
- 11.5 Benchmarking will be used wherever benchmarking information is available to help ensure that Saffron Housing Trust performance reflects upper quartile performance demonstrated by other comparable providers.

12 SERVICE STANDARDS

- 12.1 Service standards for heating servicing have been agreed with customers and can be found in the Repairs and Maintenance Policy Handbook.

13 COMPLAINTS

- 13.1 Any complaints about this policy or its implementation will be addressed through the Saffron Housing Trust complaints procedure. Complaints may be made on a standard form, available from the Saffron Barn reception area, by telephone to the Saffron Housing Trust Customer Contact Team or online at <http://www.saffronhousing.co.uk/residents/help-and-advice/complaint-comments-compliments/>
- 13.2 Complaints made in person, by letter or by email will be directed into the corporate procedure.

14. RESPONSIBILITY

In relation to gas safety management, the principal responsibilities are held by:

14.1 Chief Executive

The Chief Executive has overall responsibility for overseeing of all aspects of heating safety within Saffron Housing Trust. This includes the provision of adequate financial and human resources to ensure, so far as is reasonably practical, that heating systems are installed and maintained in compliance with Health and Safety at Work Act 1974, Gas Safety (Installation and Use) Regulations 1998, Management of Health and Safety at Work Regulations 1999, Gas Safety (Management) Regulations 1996, Building Regulations

2010, Landlord and Tenant Act 1985. This also includes any relevant governing body guidance such as HETAS and OFTEC.

14.2 The Chief Operating Officer

The Chief Operating Officer is responsible for ensuring the implementation and that adequate resources are made available to enable the objectives of this policy are to be met. This will include that heating systems are installed and maintained in compliance with Health and Safety at Work Act 1974, Gas Safety (Installation and Use) Regulations 1998, Management of Health and Safety at Work Regulations 1999, Gas Safety (Management) Regulations 1996, Building Regulations 2010, Landlord and Tenant Act 1985.

The Chief Operating Officer will identify specific responsibilities to the Assistant Director of Operational Delivery, The Assistant Director of Housing Management, and the Development Team.

14.3 Director of Sustainability

The Director of Safety & Repairs is responsible for the operational delivery of this policy and the associated procedures. This includes responsibility for monitoring and review, staff awareness and training, policy development and communication to customers.

The Director of Safety & Repairs will oversee the day-to-day management of all contracts and in-house staff relating to heating installations upgrades, servicing, gas safety inspections, heating repairs and all associated gas and heating contractors.

14.4 The Director of Housing Management

The Director for Housing Management will identify specific responsibilities to the housing teams to manage heating safety where there are access issues, or where a breach of tenancy has occurred, in accordance with the agreed procedures and No Access policy. They will ensure that all breaches of tenancy are followed up in accordance with the terms of the tenancy agreement, and the agreed procedures and policies in place. They will ensure that all set policies and procedures, including any legal actions, are followed in accordance with the relevant schedules. They will ensure that all information is distributed back to the Heating Team in accordance with any agreed policies and procedures.

14.5 Planned Improvements Manager

The Planned Improvements Manger will be responsible for ensuring that all new heating installations and servicing and safety inspections of commercial heating types are designed to comply with all current legislation and mandatory guidance. They will also ensure that there is compliance with gas safety regulations in all work that may have an impact on gas safety maintenance contracts. They will be responsible for providing the services of appropriately qualified staff and engineers to carry out the implementation of the heating, installation contract, in accordance with good practice and current legislation.

They will ensure that contractual arrangements made with contractors to carry out heating installations servicing of commercial heating types, safety inspections and maintenance comply with current legislation.

They will be responsible for providing the services of appropriately qualified third-party contractors to carry out quality monitoring of the work of the contractors appointed to implement the gas/heating installation servicing and safety inspections.

They will ensure attendance at regular meetings with the contractor, ensuring that the Saffron Housing Trust policies and procedures are being adhered to in accordance with current legislation.

14.6 Director of Development

The Director of Development will be responsible for ensuring that all new build gas installations and other heating types are designed to comply with all current legislation and mandatory guidance. They will also ensure that there is compliance with gas safety regulations in all work that may have an impact on gas safety maintenance contracts.

They will ensure that all relevant documents relating to new build installation will be passed to the Heating Manager on completion of new build and in a timely manner.

They will ensure any changes to relevant legislation or good practice changes that may affect the gas policies or procedures are passed to the contractor working on the new builds.

They will ensure that these changes are conveyed to the gas and heating contractors and understood by the contractors.

They will ensure that contractual arrangements made with contractors to carry out gas installations on new builds comply with current legislation.

14.7 Heating Manager

The Heating Manager will ensure that any risk in respect of heating safety is identified, prior to the execution of any repair or maintenance operation. They will be responsible for providing the services of appropriately qualified staff and engineers to carry out the implementation of the heating, servicing, safety inspection and repair contract, in accordance with good practice and current legislation.

They will ensure that all persons carrying out work on Saffron Housing Trust heating appliances, installations and fittings are competent, qualified, and registered with the Gas Safe Register, OFTEC and any other relevant regulators and that this registration is kept up to date.

They will carry out regular toolbox talks and ensure that frequent quality monitoring and training reviews/appraisals are carried out.

They will ensure that all records to be maintained by Saffron Housing Trust and the contractor are maintained appropriately and are current and accurate. They will ensure that they are following any agreed policies and procedures in relation to gas safety and gas safety management, and that these policies and procedures, and any changes to agreed policies and procedures are conveyed to all contractors and in house staff. The Heating Manager will be responsible for the day-to-day management of all contracts relating to heating gas servicing, gas safety inspections, gas repairs and all associated gas and heating contractors.

They will ensure that resources are made available to provide training to staff to enable them to fulfil their duties in relation to gas safety and other heating types.

They will ensure that the contractors and in-house staff for heating installations, gas servicing, repairs and maintenance, gas safety inspections and any other gas related work follow good practice to ensure each property is safely maintained and that a safety check is carried out at least every 12 months, and that there is compliance with the Gas Safety (Installation and Use) Regulations 1998. They will carry out regular quality monitoring of gas safety inspections and gas, oil, solid fuel and ASHP heating repairs.

15 DATA PROTECTION

15.1 At all times staff will adhere to all Data Protection policies and procedures.

16 EQUALITY AND DIVERSITY

- 16.1 Equality: everyone has a fair chance to achieve the same or similar outcomes. Diversity: celebrating the fact that our differences make us who we are. As an organisation, we have a statutory duty to promote equality of opportunity, eliminate discrimination and harassment, and strive towards a cohesive society. Saffron Housing Trust is committed to equality of opportunity and celebrates the diversity of all its residents, visitors and employees. This policy supports the equality strategy. Officers will at all times comply with the Saffron Housing Trust equality policy.

17 QUALITY ASSURANCE

- 17.1 Random checks will be carried out by the Heating Manger, Senior Engineer and independent third-party assessor within Saffron housing Trust to make sure that:
- this policy has been followed
 - the Trust is meeting agreed service standards
- 17.2 Review of this policy will make sure that this policy:
- is in accordance with current legislation
 - supports and compliments all other current strategies and policies

18 MONITORING AND REVIEW

- 18.1 The policy will be reviewed on an annual basis, and whenever there is a fundamental change of legislative or regulatory provisions. Minor amendments to the policy will be subject to the approval of the Director of Asset Management.

APPENDICES

- 1) Appendix 01 – Documents relevant to Gas work
- 2) Appendix 02 – ACS The Facts
- 3) Appendix 03 – How to deal with a Gas Leak
- 4) Appendix 04 – Gas Escape P1 form
- 5) Appendix 05– Heating Safety Overdue Process v1
- 6) Appendix 06 – Interview Questions
- 7) Appendix 07 – Gas Work Records
- 8) Appendix 08 – Commercial Tightness Testing Tables
- 9) Appendix 09 – Heating Safety Inspection Policy – renewal date May 2019
- 10) Appendix 10 – Heating upgrade Procedure
- 11) Appendix 11 – IGEM/UP/1B Edition 3 – Tightness Testing (Domestic)
- 12) Appendix 12 – Saffron Housing Hot Works Policy
- 13) Appendix 13 – Legionella Policy
- 14) Appendix 14 - Electrical Safety Policy
- 15) Appendix 15 – Hot Works



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