North Kesteven District Council
Corporate Health and Safety Policy

HS 152 - Housing (and non domestic) Gas Safety Management Policy

Version 3 – 08-06-2014
North Kesteven District Council
Corporate Health and Safety policy

Management of Domestic Gas Safety

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<tr>
<th>TITLE</th>
<th>Management of Domestic Gas Safety Policy</th>
<th>REFERENCE</th>
<th>HS 152</th>
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<td>DATE OF IMPLEMENTATION</td>
<td>1/04/10</td>
<td>REVIEW DATE</td>
<td>02/06/14</td>
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<tr>
<td>POLICY OWNER</td>
<td>Paula Robinson</td>
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<tr>
<td>CONSULTED</td>
<td>Corporate Management Team</td>
<td></td>
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<td>APPROVED BY</td>
<td>Executive Board</td>
<td></td>
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Document Overview

The overall purpose of this document is to summarise and present the policies and procedures employed by North Kesteven District Council with regard to gas safety management.

This document provides the Council with a gas policy and indicates what is required for effective gas safety management. It also supports the Councils commitment to gas safety. An essential part of this is ensuring Officers, Members and Tenants are aware of gas safety issues.

The appendices to this document include policies to be utilised as management procedures. These policies demonstrate a commitment by the Council to the positive management of gas and gas safety. Other procedures will be added at a later date as circumstances require.

Updating and Reviewing

To ensure uniformity is maintained across the Councils operations, the responsibility for holding the master copy of this document and all updating shall be that of the Property Services Manager. The content of this document will be reviewed formally on an annual basis. Those responsible for undertaking the formal review will be:

- Property Services Manager
- Design Planned Maintenance Manager
- Housing Repairs Manager
- Health and Safety Advisor
- Representative from the Gas Servicing Contractor
- Tenant Representative with responsibility for Gas Servicing

Training

Gas safety awareness training for those employees involved in gas related work will be provided as and when deemed necessary. Suitably qualified and experienced training instructors will provide the training. To ensure that the training is appropriate in every respect details of the scope, purpose and content of the training will be agreed prior to it being delivered.
**Named Organisations**

At the time of preparing this document the organisations and individuals undertaking the roles detailed within the document are as follows:

<table>
<thead>
<tr>
<th>Role</th>
<th>Organisation/ Individual</th>
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</thead>
<tbody>
<tr>
<td>CDM Co-ordinator</td>
<td>WSP Safety</td>
</tr>
<tr>
<td>Health &amp; Safety Advisor</td>
<td>Sarah Golembewski</td>
</tr>
<tr>
<td>Gas Servicing Contractor</td>
<td>Aaron Services Ltd</td>
</tr>
<tr>
<td>Independent Third Party QA</td>
<td>Morgan Lambert Ltd</td>
</tr>
<tr>
<td>Gas Installs Contractor</td>
<td>D. Brown (Builders) Ltd</td>
</tr>
<tr>
<td>Property Services Manager</td>
<td>Michael Gadd</td>
</tr>
<tr>
<td>Housing Repairs Manager</td>
<td>Paula Robinson</td>
</tr>
<tr>
<td>Design and Planned Maintenance Manager</td>
<td>Russell Shortland</td>
</tr>
<tr>
<td>Non-Domestic Gas Safety</td>
<td>Mervyn Baldry</td>
</tr>
</tbody>
</table>
Organisational Structure

The hierarchy of staff responsible for gas safety management as described in this document is set out in the chart below.
1.0 Introduction

1.1 Shortcomings in gas safety management can potentially be extremely serious and can lead to serious injury, death and loss of property. Where an incident occurs action is taken by the Health and Safety Executive (HSE). Successful prosecutions can lead to individuals receiving significant fines or custodial sentences.

The maximum penalty imposed in a Magistrates Court (or Scottish equivalent) for non-compliance is a fine of £5,000. If the case is then referred to a Crown Court (e.g. where contravention of the regulations has led to a serious injury or death) an unlimited fine or custodial sentence may be imposed.

1.2 The intention of this document is to:

- Make clear the Council's acceptance of its duties with regard to the management of gas safety
- Confirm the approach the Council will utilise so as to ensure its duties are effectively discharged
- Confirm the standards the Council requires of all parties undertaking work on its behalf
- Confirm how the Council will monitor those parties operating on its behalf, and their work, in order to ensure it fulfil its duty so far as is reasonably practicable to do so

2.0 Background

2.1 Legal Aspects

a) Health and Safety at Work etc. Act 1974

The Health and Safety at Work etc. Act 1974 has two sections of significance to gas safety management each are detailed below.

Section 2(1) – In this section it states the following:

“It shall be the duty of every employer to ensure, so far as reasonably practicable, the health, safety and welfare at work of all his employees.”

This is supported by specific reference to maintaining the workplace in a condition such that it is safe and does not put employees at risk.

Section 3(1) - In this section it states the following:
“It shall be the duty of every employer to conduct his undertaking in such a way as to ensure, so far as is reasonably practicable, that persons not in his employment who may be affected thereby are not thereby exposed to risks to their health or safety.”

It is reasonable to interpret Section 3(1) to mean that … shall, so far as is reasonably practicable, ensure the provision of its undertakings (dwellings / tenancies) does not cause harm to its tenants (non-employees or others).

Section 3(1) describes a very broad duty. The section can be utilised by the HSE when prosecutions are made.

b) Gas Safety (Installation and Use) Regulations 1998

The regulations are supported by their own Approved Code of Practice. They specify precisely how gas safety will be accomplished. The essential elements are described below.

- **Installation** - Installations, appliances and flues shall be installed in such a manner that they will be safe in use.

- **Maintenance** – This is required to avoid the risk of injury to any person in lawful occupation. All installations, appliances and flues shall be maintained in a safe condition. Landlords have the same responsibility for leased property, and it also applies to employers or the self-employed where work places are under their control.

- **Annual Safety Check and LSR** - In rented property, all gas appliances and flues shall have an annual safety check. Annual checks shall be no greater than 12 months apart. The tenant or responsible occupier must be provided with a Landlord’s Certificate (LSR) detailing the results of the check. The LSR must be issued within 28 days of the completion of the check.

- **Approved Class of Persons** - Landlords shall ensure that all work carried out for them is undertaken by a member, or an employee of a member of the HSE’s “approved class of persons”.

**Important** The use of the terms “shall” and “shall ensure” makes the duty absolute. This is very important. Where a duty is absolute it does not consider aspects of reasonableness, cost, technical issues, or any other considerations – the duty must be met. As a result, the efforts that … make in this respect cannot release it from the duty. However, if the organisation is called to account these efforts may be used as evidence in mitigation.

c) Common Law
The Council also has a general duty of care in common law to its tenants, service users, and persons buying any of its properties. The Council must therefore have management systems and practices in place to adequately address all foreseeable risks. Management in accordance with the Gas Safety etc. Regulations is demonstrable evidence of such.

2.2 Risks Associated With Gas

The key risks associated with gas are:

- gas leaks leading to explosions or fires
- poor combustion in faulty or inadequately maintained installations resulting in carbon monoxide poisoning

a) Explosions or Fires from Gas Leaks / Escapes

A gas explosion can cause extensive damage to property. Individuals near to the explosion can suffer serious injury or be killed by the force of the blast. Severe fires can result from gas leaks and also lead to injury, death and loss of property.

All suspected gas escapes should be reported to National Grid Gas plc. The National Grid Gas plc Emergency Service telephone number is 0800 111 999.

b) Poisoning from Carbon Monoxide

Carbon monoxide may present a greater risk than explosions or fires because it is odourless, colourless and tasteless making it invisible to humans. This allows it to go undetected for significant periods. Individuals suffering from carbon monoxide poisoning are not usually aware that it is taking place.

Carbon monoxide occurs as a waste product of the combustion process when gas, solid fuel, wood and oil burn with insufficient oxygen. It combines with haemoglobin and displaces oxygen in the blood. This results in the brain and other tissue being starved of oxygen. Even in low doses carbon monoxide is poisonous and can cause loss of consciousness and death.

All cases of suspected carbon monoxide poisoning should be reported to National Grid Gas plc. The National Grid Gas plc Emergency Service telephone number is 0800 111 999.

Appendix 1 contains … policy for dealing with reported gas escapes or fumes. All employees must follow this policy.
Housing (and Non Domestic) Gas Safety

Policy Statement

It is North Kesteven District Council’s policy to ensure that, as far as reasonably practicable, no occupant of, or visitor to council controlled premises could be exposed to risk as a result of poor gas safety management and control in Council owned domestic premises and Council controlled commercial premises.

The Council recognises and accepts its obligations under current legislation including the Health and Safety at Work etc Act 1974, the Control of Substances Hazardous to Health Regulations 2002 and the Gas Safety (Installation and Use) Regulations 1998.

In particular, North Kesteven District Council will;

- Appoint a competent contractor to ensure installations, appliances and flues are installed in such a manner that they will be safe.
- Appoint a competent contractor to ensure installations, appliances and flues are maintained in a safe condition.
- Appoint a competent contractor to conduct an Annual Safety Check for commercial premises and Landlords Safety Check (LSR) for rented domestic premises.
- Only appoint contractors to work on or with gas appliances, installations and flues who are a member or employee of the HSE’s “approved class of persons” (Currently Gas Safe)
- Ensure letting agents acting on the Council’s behalf implement all of the requirements of current legislation addressing gas risks
- Ensure suitable emergency procedures are in place and that these procedures are routinely tested for effectiveness.
- Promote awareness of the hazards associated with gas to all staff within the Council through development of this policy, induction and periodic training as appropriate to their job.
- Ensure leisure contractors operating on the Council’s behalf implement all of the requirements of current legislation pertaining to gas safety.
- Allocate sufficient resources to ensure the effective management and control of gas.

I and the Corporate Management Team give full support to this policy and those who take action to implement it.
Signed Ian Fytche
Chief Executive
Date

Signed
Leader of the Council
Date

Signed NAME
GMB Union Representative
Date

Signed NAME
Unison Representative
Date
3.0 Gas Safety Management

3.1 Introduction

Gas safety legislation impacts upon two areas of the Council’s operations.

a) Refurbishment & Development Works – The Council has a legal obligation to ensure that, so far as reasonably practicable, when refurbishment and development works are undertaken the completed property does not pose any risk to the occupants.

The organisation has these works undertaken on its behalf by external contractors. Under the Construction, Design and Management Regulations 2007 (CDM Regulations) the Council is deemed to be the “Client” and the main contractor is the “Principal Contractor”. The Client is represented by a “CDM Co-ordinator”.

Responsibility for safety related aspects during the works falls to the Principal Contractor. However the Council has a responsibility to the tenants of the property when it is eventually let / re-let. It is therefore necessary for the Council to monitor that this is the case and be able demonstrate that it is done so. Additional responsibilities associated with the letting of the property are considered below.

b) Maintenance & Upgrade Works – The Council as a Landlord is required to ensure that its installations, appliances and flues are maintained in a safe condition. The organisation commissions regular and routine servicing including as necessary, any required repairs and upgrades, in order to meet this obligation. This work is undertaken by an external contractor as part of an established partnering arrangement.

Landlord’s Duty

Under the regulations Landlords have a duty to ensure that each appliance and flue has an annual safety check. Checks must be completed at no more than 12 month intervals. Landlords must also ensure that the task is carried out by appropriate persons. To satisfy the regulations these must be members of, or employees of members of, the “approved class of persons” (See Section 3.2 Terms and Abbreviations). Nominated staff, who deal with maintenance activities (Property Services), are responsible for managing this duty. Where it is deemed necessary the frequency of safety checks may be increased, for example, larger installations at sheltered housing schemes.

The Council has all work of this type undertaken on its behalf by external contractors. This arrangement involves third parties who are themselves employers. It is therefore particularly important that there is complete clarity regarding the specific roles and responsibilities of each party.
Directly Employed Staff

NKDC does not directly employ any qualified approved trades persons as part of its work force to undertake gas related work in support of external contractors.

3.2 Terms and Abbreviations

A range of terms and abbreviations relating to gas safety are used throughout this document. They relate to various important areas including health and safety generally, the CDM Regulations, Gas Safe Register and National Grid Gas plc. The table contained in Appendix 3 provides further details of these.

3.3 General Responsibilities

North Kesteven District Council

The Council must ensure that any contractor it intends to use is/are Gas Safe registered in order to meet the absolute duty imposed by the regulations. This shall be dealt with as described below.

Maintenance, servicing, upgrading and the “Landlord’s safety check” – The Council shall contact Gas Safe Registration Enquiries to confirm that the prospective organisation has a valid registration, and that they, or their employees competence is appropriate for the intended work, prior to awarding or instructing any work.

New build or refurbishment work – Work initiated by The Councils Design Team will fall under the CDM Regulations. The Principal Contractor has responsibility for co-ordinating the activities of all contractors and subcontractors to ensure compliance with relevant health and safety legislation and the safety plan.

On completion of the works the Council will let the properties. It is therefore essential for the Council to ensure that, so far as reasonably practicable, the completed property poses no risk to the incoming tenant. The Council requires the Principal Contractor to undertake the following in order to meet this requirement:

- Use National Grid Gas plc, or their nominated contractors) to carry out the works and certify the termination, where it is necessary to discontinue existing supplies;
- Check that Gas Safe registration is held by all Contractors undertaking any gas related works;
- Submit appropriate written certification to the Council prior to hand over. This shall confirm compliance with the Gas Safety Regulations.

Gas Installation, Servicing and Repair Contractors
Gas Safe registration must be held by all organisations undertaking gas installation, including any self-employed workers. 

*Details of the Certification System are contained in Appendix 2*

All those undertaking gas related works must be competent. Ensuring this is the responsibility of that person’s employer. The self-employed undertaking gas work must also be competent. Further details regarding competence are contained above in Section 3.2.

**Directly Employed Staff**

North Kesteven District Council has no persons in its workforce who hold valid ACS qualifications.

**4.0 Maintaining Installations, Appliances and Flues**

Under the regulations the Council is obliged to maintain its installations, appliances and flues in a safe condition. The Council arranges regular and routine servicing, including any necessary repairs, to meet this requirement.

North Kesteven District Council utilises an external Gas Contractor to undertake the maintenance of gas appliances. The Landlords safety check is also combined with this work. The safety check is used to confirm the flue(s) and installation are adequate and functioning safely. The Councils contract for the servicing, repair, maintenance and upgrading of heating systems and appliances for domestic housing stock is used for this purpose. Heating system and appliances using oil and solid fuel are also dealt with as part of the agreement.

As part of the agreement, the Gas Contractor is required to do the following:

- After working on a gas appliance - Service the appliance in accordance with the manufacturer’s instructions and complete the mandatory safety checks. Where it is not possible to obtain the manufacturer’s instructions, for guidance, the contract features a typical but detailed servicing specification, again to be followed by the mandatory safety checks required following any work on a gas appliance.

- Where a tenant’s gas appliance is installed - Carry out a visual inspection. If the appliance is connected to a flue, this shall be tested as described in the Gas Safety Regulations, Regulation 26(9). This will include a “flue flow” and “spillage test”, to ensure adequate flue performance.

- Where one of the Councils own appliances fail the safety check - Corrective work is to be undertaken immediately to deal with the problem. Where spare parts are needed or the flue requires building work this may not be possible. In these instances the Gas Contractor
will take any steps necessary to ensure the appliance is safe and arrange to complete the required works as soon as is practicable. When appliance is eventually restored to correct working order the Gas Contractor will complete the required safety checks and then issue the Certificate.

- Where the Council has undertaken repairs or renewals of chimney systems the Gas Contractor will be instructed to carry out a safety check prior to the appliance being used again.

**Tenants Own Appliances**

North Kesteven District Councils duty to maintain safely etc. includes all installation pipework and flues. The organisation is therefore responsible for any pipework and flues utilised by tenant’s own appliances. The Council cannot allow, under its broad duty of care, any appliance that is unsafe to remain connected. When an unsafe tenant’s appliance is identified by the Gas Contractor they will immediately disconnect it and seal off the pipework. (For further information see section 7.0 below)

**5.0 Safety Checks and Records**

The regulations make specific requirements regarding safety checks and records. The following two issues are of particular relevance:

a) Regulation 26 (9) – This requires that following any work on a gas appliance, certain safety checks must be conducted.

b) Regulation 36 (3) a) – This requires that at intervals of no less than 12 months, “Landlord’s” will ensure a safety check is undertaken. The Landlord’s safety check will include the checks required by Regulation 26 (9), and be recorded along with other specified details.

It may be necessary to undertake remedial work to an appliance between the 12 month Landlord’s safety checks. Where this occurs the checks required by Regulation 26 (9) will need to be carried out.

In the case of the Landlord’s Safety Certificate, the Council requires the Gas Contractor to record the findings on Gas Safe “CP12” preformed or equivalent. The Gas Contractor is not permitted to utilise any form of bespoke preformed or equivalent unless it is approved by the Property Services Manager before the commencement of a contract.
5.1 **Maintenance Commissioned Work**

In the regulations two parts are of particular relevance with regard to this work and they are detailed below.

a) **Mandatory Safety Check, Regulation 26 (9)**

Where a person performs work on a gas appliance, he shall immediately thereafter examine:

(a) The effectiveness of any flue, and

(b) The supply of combustion air, and

(c) Its operating pressure or heat input, or where necessary both, and

(d) Its operation so as to ensure its safe functioning,

These checks will be carried out whenever work is undertaken on gas appliance except where the work is for the purpose of the Landlord’s Safety Checks.

b) **Routine Maintenance and Landlord’s Safety Check (Paragraph C of Regulation 36 (3) a)**

Landlords must ensure that all appliances and flues in their properties (in lawful occupation) have a safety check. They must also ensure that the results of the check are recorded in an approved manner and retained for a minimum of two years from the date the check is undertaken. Landlords are also required to maintain their installations, appliances and flues in a safe condition.

In order to comply with this North Kesteven arranges for its Gas Contractor to service its appliances and carry out the Landlord’s Safety Check each year. The two tasks are undertaken together at each dwelling and normally completed in a single visit. Provided that the results of the check are satisfactory a Landlord’s Safety Certificate (LSR) is issued by the Gas Contractor. The Gas Contractor is obliged to take the actions described below where the results of check are found to be unsatisfactory.

The Gas Contractor shall notify the tenant where the appliance cannot be repaired, making clear that that it must not be used, and attach an appropriate warning label. The Gas Contractor shall issue a LSR explaining the appliance has failed, describing the fault and detailing the work necessary to rectify it. The Gas Contractor shall also make the Design and Maintenance Manager aware of the situation and submit their copy of the LSR.

As soon as is practicable the Gas Contractor shall acquire any parts required to allow the appliance to be returned to normal working order and revisit the property to carry out the repairs. On completion of these works the Gas
Contractor shall undertake a safety check and, provided the results are satisfactory, issue a LSR.

All of the information detailed in the table below must be included on the LSR. The Gas Contractor is not permitted to utilise any form of bespoke pro forma or equivalent unless it is approved by the Property Services Manager before the commencement of a contract.

<table>
<thead>
<tr>
<th>No.</th>
<th>Item</th>
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<tbody>
<tr>
<td>1</td>
<td>Date the check on the appliance or flue was carried out</td>
</tr>
<tr>
<td>2</td>
<td>Address of the property where the appliance or flue is installed</td>
</tr>
<tr>
<td>3</td>
<td>Name and address of the Landlord (or his agent, where this is</td>
</tr>
<tr>
<td></td>
<td>appropriate)</td>
</tr>
<tr>
<td>4</td>
<td>Location and a description of each appliance or flue checked</td>
</tr>
<tr>
<td>5</td>
<td>Any defect identified during the check</td>
</tr>
<tr>
<td>6</td>
<td>Any remedial action taken following the check</td>
</tr>
<tr>
<td>7</td>
<td>Confirmation that all checks required by Regulation 26 (9) have</td>
</tr>
<tr>
<td></td>
<td>been carried out together with the results of the checks.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> Additional checks may be undertaken by the Gas Contractor.</td>
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<tr>
<td></td>
<td>These are conducted at the Gas Contractor’s discretion.</td>
</tr>
<tr>
<td>8</td>
<td>Name and signature of person undertaking the check</td>
</tr>
<tr>
<td>9</td>
<td>Gas Safe registration of the person or the employer of the individual</td>
</tr>
<tr>
<td></td>
<td>undertaking the checks.</td>
</tr>
<tr>
<td>10</td>
<td>Tenant’s signature</td>
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</tbody>
</table>

**Completion of Certificates** - Every LSR submitted to the Council must contain all of the information detailed in the above table. Certificates with missing information will be immediately returned to the Gas Contractor to allow prompt completion and resubmission to the Council.

Items 1 to 9 are mandatory. Item 10 is not mandatory but is of vital importance for the following reasons:

- It is used to verify completion of the work

- It is used to confirm that the Certificate has been issued to the tenant. (It is a mandatory requirement that a tenant receives the Certificate)

**Inspection of Flues** - The entire length of each flue must be fully inspected to ensure that it meets the required standard. Completing this task will
necessarily involve accessing various locations including roof voids and the flue terminal. It is, therefore, important for the CDM Co-ordinator to ensure that working in confined spaces and also environments with restricted access is included in the Gas Contractor’s Health & Safety Plan when this is submitted.

5.2 Refurbishment Commissioned Work

A mandatory part of commissioned work is the completion of regulation 26(9) safety checks with satisfactory results. The commissioning document as supplied with the new installation and appliances shall include a written record of the checks. An LSR is also required where the property is to be let.

5.3 Provision of Landlord’s Certificate (LSR) To Tenants

To comply with Gas Safety etc Regulations, Reg. 36 (6) a the following is required:

Existing Tenants - Within 28 days of the safety check being completed the tenant is provided with a copy of the LSR.

New Tenants - A copy of the LSR for the property is supplied to the incoming tenant prior to occupation commencing.

Temporary Accommodation - Where the tenancy period does not exceed 28 days a copy may instead be displayed prominently in the property. However, the notice must remain legible and make clear that a personal copy of the certificate is available upon request. Where such a request is made a copy will be provided within reasonable period of time. For the purposes of this document the reasonable period of time shall not exceed ten working days.

Appendix 4 contains NKDC’s policy for the visual inspection of voids and mutual exchanges. All employees must follow this policy.

6.0 Fault Reporting By Tenants

6.1 Dealing With Faulty Appliances and Related issues

The Contract requires the Gas Contractor to attend and repair the Councils domestic gas appliances when faults occur. To ensure the required service is consistently delivered standards for quality and performance and are also incorporated. Special arrangements are included for dealing with faulty appliances resulting in no heating and/or hot water, which are reported by elderly people, parents with young children or people with special needs. This ensures that the service deliver meets diverse needs and by providing a more urgent and preferential response. Arrangements for dealing with repairs are set out below.

During Normal Working Hours - Suspected gas leaks or escape of fumes containing carbon monoxide from a gas appliance is an emergency. If a tenant
believes that either of these is occurring they should telephone the Gas Emergency Service on 0800 111 999. A Minicom / Textphone service is available for persons who are deaf or have a hearing impairment. They should telephone the Gas Emergency Service on 0800 371 787.

Appendix 1 contains NKDC’s policy for dealing with reported gas escapes or fumes. This must be followed by all employees.

Where a tenant suspects that one of the Council’s gas appliances is faulty they should telephone the repairs contractor on 01205 591979 and report the problem. The Gas Contractor will then arrange to visit the property and deal with the problem. The Gas Contractor will then visit, undertake the necessary remedial works and complete the safety checks as previously described in section 5.1.

Outside of Normal Working Hours - Suspected gas leaks or escape of fumes containing carbon monoxide from a gas appliance is an emergency. If a tenant believes that either of these is occurring they should telephone the Gas Emergency Service on 0800 111 999. A Minicom / Textphone service is available for persons who are deaf or have a hearing impairment. They should telephone the Gas Emergency Service on 0800 371 787.

Appendix 1 contains NKDC’s policy for dealing with reported gas escapes or fumes. This must be followed by all employees.

Where a tenant suspects that one of NKDC’s gas appliances is faulty they should telephone the Council’s out of hours service also maintained by the contractor on 01205 591979 The person receiving the call will obtain all relevant information relating to the request for assistance from the tenant and determine if an immediate response is required. Where required, the contractor will attend the property, undertake the necessary remedial works and complete the safety checks as previously described in section 5.1.

Where it is not possible for the Gas Contractor to complete a repair, the appliance shall be made safe and the Housing Repairs Manager notified as soon as practicable on the next working day.

Wherever it is not possible to complete repairs and no other facility is available within the property, the Gas Contractor shall supply the tenant with a suitable form of temporary heating and/or hot water.

7.0  Fault Definitions and Course of Action

The Approved Code of Practice to Regulation 34 of the Gas Safety etc Regulations provides clear instruction in this respect. The ACoP states that if a gas installer identifies an appliance or installation that may cause immediate
danger to life or property and is not able gain the consent of the user / owner to repair or disconnect the appliance or installation, then the Gas Contractor shall immediately notify the gas supplier. (Gas Emergency Telephone Number 0800 111 999) The Gas Contractor is under a mandatory obligation in this respect. North Kesteven District Council as owner of the property (by law) cannot permit an unsafe appliance to be used, regardless of the ownership of the appliance.

Not all faults will come under the category of immediately dangerous. Gas Safe provides guidance for these situations by defining three categories of unsafe situations and describing the appropriate actions to be taken. The publication “The Gas Industry Unsafe Situations Procedure version 6” details this information.

Gas Safe and the HSE have agreed a tier classification system for unsafe situations. Appliances and installations can be classified as:

- Immediately Dangerous (ID)
- At Risk (AR)
- Not to Current Standards (NCS)

The Gas Contractor is responsible for applying and following the guidance.

7.1 Immediately Dangerous Appliances / Installations (ID)

**Definition of Immediately Dangerous Appliances / Installations** - This is an appliance or installation that, if operated or left connected to the gas supply is an immediate danger to life or property. These will generally be installations that do not pass soundness tests and appliances that fail spillage tests or appliances that have serious flue and/or ventilation or combustion defects when compared with manufacturer’s instruction and/or BS 5440 Parts 1 & 2.

**Actions Required** - The Gas Contractor automatically has permission under the terms of the Contract to repair or disconnect an appliance as appropriate in order to make it safe. Where it is not possible to do so, the Gas Contractor shall explain to the tenant that the appliance / installation is in their opinion “Dangerous To Use” and that it must be disconnected until the fault has been rectified; further use would contravene the Gas Safety (Installation & Use) Regulations 1998.

The Gas Contractor shall then carry out the following four steps:

1. Attach a GAS SAFE WL1 or TG3 “Do Not Use” warning label to the appliance in a prominent position.

2. Complete a GAS SAFE CP14 “Warning Notice” form and request that the tenant to sign it as a record of receipt. A copy shall be passed to the Design and Maintenance Manager.
3. Disconnect and seal the gas supply to the installation. When this is not be possible, or if the tenant is obstructive in this respect, the Gas Contractor shall endeavour to turn off the appliance / installation, and immediately contact the Gas Emergency Service on 0800 111 999. The Gas Emergency Service will take charge of the situation.

4. Report (as necessary) the situation to the HSE (under RIDDOR). Whenever a RIDDOR is raised the Gas Contractor is to send a copy to NKDC’s Health & Safety Advisor and the Housing Repairs Manager.

5. It is also a requirement that a short report be produced on the incident by the Gas Contractor and submitted to the Housing Repairs Manager.

7.2 At Risk Appliances / Installations (AR)

Definition of At Risk Appliances / Installations – This is an appliance / installation that may lead to a situation which could create risk to life or property if it is operated. However, it is not immediately dangerous.

When compared to “Immediately Dangerous”, this definition is somewhat ambiguous. GAS SAFE’s protocols require the same use of a “do not use label”, and a “warning notice”, but do not require disconnection or notifying the Gas Emergency Service. In addition, in certain “at risk” criteria, the Gas Contractor is again required to report the situation to the HSE.

The Council considers this situation to lack certainty and control of the situation remains in the hands of the tenant. In addition, the safety of adjacent tenants and occupiers and the risk to the Council is not adequately protected.

Actions Required – The Gas Contractor is required to treat all “at risk appliances / installations” as “immediately dangerous” and disconnect and seal. It is required that before the engineer leaves the property that contact be made with the Councils Housing Repairs team in order to discuss the proposed action before the disconnection is made. It is foreseeable that where a tenant is obstructive in this respect, they may intend to turn the appliance back on once the Gas Contractor has departed from the property. Where the Gas Contractor is prohibited or obstructed by a tenant from disconnecting and sealing the appliance, the Gas Contractor is required to report the situation promptly to the Gas Emergency Service.

7.3 Not to Current Standards Installations (NCS)

Definition of Not to Current Standards Installations - This is an existing installation that is not in accordance with the current Regulations, Standards and Specifications or Codes of Practice etc. However, it is operating safely and does not represent an “Immediately Dangerous” or “At Risk” situation. Where the Gas Contractor identifies this situation it is acceptable to leave the appliance in operation.
1. **Actions Required** - The Gas Contractor shall submit written details of the defects and the recommended course of action to the Housing Repairs Manager. using GAS SAFE’s CP14 Warning Advice Note. The Gas Contractor shall arrange for the CP14 to be signed by the tenant and leave a copy with the tenant.

**Good Practice** - It is always a good practice to bring an installation up to current standards. However, this can only be justified where it is economic to do so. In instances where the work is likely to be costly to complete or difficult to carry out it may be more appropriate to defer it until other works need to be undertaken.

**Upgrading NCS Situations to AR** - On occasions two or more specific individual flue and/or ventilation defects that could each be classified as NCS are identified. When this occurs the Gas Contractor shall deal with the situation as AR. This is because the combined effect of each specific NCS issue can lead to a significant gas safety risk.

### 8.0 Contract Management and Monitoring Procedures

#### 8.1 Appliance Servicing/ Repairs and Ad Hoc installations Contract

#### 8.1.1 Pre-Contract Period

It is essential for North Kesteven District Council to ensure that Gas Contractors have adequate levels of competence, Quality Assurance and resources to meet the requirements of the contract.

The Council utilises a partnering approach for the installation, repair, maintenance and upgrading of gas heating systems and appliances for domestic housing stock (which will be noted also addresses the issue servicing of solid fuel, oil and renewable heating appliances). As part of the contract the Gas Contractors shall provide the information listed below prior to contract start and regularly update and maintain it as necessary throughout the duration of the agreement. The information shall be held on the shared drive accessible by the Council and the Gas Contractors, and updated as necessary by the Gas Contractors throughout the duration of contract.

1. Gas Safe Registration details
2. Health & Safety Policy, method statements and risk assessments
3. Operative Competence information
4. Details of all operatives to be used on the contract together with their individual levels of competence, in order to meet the nature of the installations involved. Copies of all operatives Gas Safe Identification (ID) cards are required to validate this information.
5. Details of Employers Liability Insurance (Copy of current certificate)

6. Details of Professional Indemnity Insurance (Copy of current certificate)

7. Details of Quality Assurance systems and procedures

The Project Surveyor will ensure that the tasks detailed below are undertaken before any contract is awarded:

- Gas Safe is contacted to validate the Gas Contractor’s registration number

- Operative details and declared levels of competence are reviewed. 10% of the operatives’ details randomly selected and Gas Safe Registration Enquires contacted to verify the information is correct.

8.1.2 During the Contract Period

During the contract period the Housing Repairs Manager will ensure that the tasks detailed below are undertaken, in addition to those outlined in 8.2.1 and 8.2.2.

- A schedule of service dates is maintained and any reports not received by the due date are actively pursued.

- Each LGSR received is inspected to ensure it is completed and returned to the Gas Contractor promptly if not complete for completion and resubmission. The Housing Repairs Manager shall be responsible for inspecting each LSR before it is placed on the File.

  Appendix 8 contains NKDC’s guide to checking LSR’s. All employees must refer to this guide when carrying out the task.

- Appropriate action is taken to address all problems or recommendations made by service engineers.

- All LGSR’s received are promptly placed on the Servicing Files in an electronic format and retained in this location for a minimum period of 2 years.

- A schedule for post work inspections is created, and a minimum of 10% of all contracted servicing works are post-inspected by an external auditor. The inspections will be organised to assess the work of all the Gas Contractor’s operatives.

- Monthly Gas Servicing progress meetings are held with the Gas Contractor. However, the frequency of the meetings will be increased if it is deemed necessary. Agenda items for the meetings will include the following:
a. Review of Gas Contractor’s QA findings  
b. Review of third parties QA findings  
c. Update of operative list  
d. Review progress of servicing and safety checks  
e. Review all ‘No Entry’ issues  
f. Review of Customer Satisfaction Form feedback  
g. Information for shared drive  
h. NKDC website & Tenants Newsletter  
i. Health and Safety issues  
j. Any other business  

Monthly New Installations, Repairs and Voids progress meetings are held with the Gas Contractor. However, the frequency of the meetings will be increased if it is deemed necessary. Agenda items for the meetings will include the following:

a. Review of new installations  
b. Review of repairs related issues  
c. Review of Voids related issues  
c. Review of quality control issues  
e. Health and Safety issues  
f. Contract Administration  
g. Any other business  

In addition, throughout each month the Gas Contractor shall provide the Council with updated progress / position summaries. These will be in the form of a Microsoft Excel spreadsheet, held on the shared drive, detailing each individual address and the job/work status.

Furthermore, in the case of “no-entry after three attempts”, it shall include the Gas Contractor’s confirmation that the requisite three attempts have been made at appropriate intervals, and the property has been referred to Council for further action.

Liaison with the Council’s Tenancy Management staff is an essential part of the process utilised to address problems with access being unobtainable or refused. The Gas Contractor shall maintain an ongoing dialogue with these staff and those in Property Services.

Each month the Gas Contractor shall maintain and update progress information on the shared drive accessible by the Gas Contractor and Client. This will include information to allow the following to be easily determined:

- Quantity and percentage (%) of services completed on time, i.e. by the due date.  
- Quantity and percentage (%) of services due, but not completed by due date, because access is unobtainable or refused.  
- Quantity of services over 12 months.  

8.1.3 Quality Assurance
North Kesteven District Council is committed to:

- Ensuring that Gas Contractors employed deliver a service that is both efficient and effective. The Council has developed a procedure to enable the monitoring and recording of the quality of gas work that is undertaken by all gas operatives working in its dwellings.

- Undertaking an audit on new installations, servicing work, reactive works and Voids as required. To achieve this, the Council annually commissions an independent external audit of 10% of gas servicing work. Solid fuel and oil servicing work is also to be included within the audit. Both domestic and commercial systems forming part of the servicing programme are subject to the audit.

To support this it is a Council requirement that this must include the Gas Contractor’s own in-house post-work inspections by Supervisors, of at least 5% of the work carried out, and scheduled to cover all engineers employed.

It is important to note that the percentage rates set out in this document will be used as a starting point and will be adjusted in light of the resultant findings.

The Council also ensures that the tenant at every property where annual servicing work is carried out has the opportunity to comment on the quality of the service they receive. Each of these tenants is provided with a customer satisfaction form and pre-paid return envelope for this purpose. Further details of use of customer satisfaction forms can be found in 10.1.4.

The results of all Quality Assurance inspections, and information obtained from customer satisfaction forms returned by tenants, are analysed and the findings discussed with the Gas Contractor at the monthly contract progress meetings.

8.2 Capital Heating Installation and New Build Contracts

8.2.1 CDM Co-ordinator – Where the CDM 2007 Regulations Apply

The CDM Co-ordinator supports the client the preparation of the pre-tender Health and Safety Plan. When this task is carried out the CDM Co-ordinator ensures that the plan includes:

- The requirement for businesses and engineers to be Gas Safe registered and hold competence levels appropriate to the work

- The requirement that on completion of gas-related work, the safety checks of Gas Safety etc. Regulation 26(9) are completed and recorded within a commissioning certificate. This information is accompanied by a CP12 where properties are for let.

8.2.2 Handover Procedure
The Project Surveyor will be provided with the commissioning certificate and Building Regulations Compliance certificate at hand over, and where appropriate the LSR. They will also receive accompanying manufacturer’s information and manuals.

- The Building Regulations Compliance Certificate is to be passed to the Gas Administrator weekly to ensure the Gas recording spreadsheet is kept up to date.
- Properties that reach the ‘Benchmark’ standard will not be passed for payment until the required certificates are received.

The incoming Tenant will be supplied with a copy of each certificate and the information for use. The Tenant will also be provided with instructions in the operation of system when hand over takes place.

9.0 Vacant Dwellings (Voids) and Mutual Exchanges

North Kesteven District Council has a broad general duty of care to its tenants (See also Section 2.1). This requires the Council to act on what is ‘reasonably foreseeable’. Tenants vacating properties do not always leave them in a safe condition. It is therefore reasonably foreseeable that if an outgoing tenant (or trespasser in a vacant dwelling) has modified or damaged a gas installation or appliance, it could create a potential danger for the incoming tenant.

Where a vacant dwelling has a current LSR and a visual inspection reveals no obvious evidence of tampering or abuse, a new safety check is still required. This is necessary because any tampering or abuse may not be readily obvious. An appliance or installation that has been tampered with or abused could cause death or serious injury, and the safety check is therefore necessary to address the risk.

The Council has developed a policy to take into consideration the expectations of incoming tenants whilst avoiding the risks associated with having gas supplies connected to vacant dwelling for extended periods of time. This policy is detailed in Appendix 4.

Appendix 4 contains NKDC’s policy for dealing with the visual inspection of Vacant Dwellings (Voids) and Mutual Exchanges. All employees must follow this policy.

10.0 Gaining Access / Entry

10.1 Appointments for Access

The Council will prepare a list of properties requiring an annual service. The list will include a legal target date for the service, within 12 months of the last service, and be compiled in month order. The contents of the list will be checked against the list used for the previous year to ensure the accuracy and
relevance of the data. The list is also updated to reflect changes caused by property sales, new developments, new installations, grant funded works and other changes that have occurred during the previous year.

The Gas Contractor is then required to make three attempts to gain access (at appropriate intervals), in accordance with the procedure set out below in 12.0 Gas Servicing Procedure.

Throughout the various stages described in 12.0, comprehensive and accurate records shall be maintained, to be used as and when required should legal proceedings be commenced against a tenant.

10.1.2 Difficulties with Access

Difficulties with access will be dealt with in accordance with the Gas Servicing procedure detailed in 12.0 set out below.

10.1.3 Gaining Entry

North Kesteven District Council has absolute duty to safely maintain and safety check appliances. That a tenant or occupant is being obstructive is of no concern in the pursuit of the duty but is in serious breach of their tenancy agreement and needs to be firmly addressed accordingly. The procedures outlined elsewhere in this document for achieving this must be adhered to meet this requirement, if necessary by use of legal proceedings.

*Appendix 5 outlines NKDC’s approach to Reasonable Steps for Gaining Access. All employees must follow this approach.*

10.1.4 Tenant Satisfaction Surveys

North Kesteven District Council will collect customer satisfaction survey information survey. This information forms one of the contract Performance Indicators and will be used to measure the performance of the contractor.

*Appendix 6 contains NKDC’s Customer Survey Forms for gas and oil/solid fuel systems.*

10.2 Use of Gas Safety Devices (Honeywell Service Interval Time Switches)

The procedure for gas servicing set out in Section 12 enables the council to adopt a more proactive approach to gas safety and improve performance. Its
implementation is intended to address the difficulties associated with gaining access. However, any other measures that can be taken to assist in tackling the problem need to be fully explored, particularly if they can be of benefit with persistent cases of refused access. Gas safety devices have been identified as of relevance in this respect. The Honeywell Service Interval Timeswitch is the gas safety device that has been selected for use in NKDC’s dwellings.

- GASP-ir devices may only be installed in properties where access has been difficult to obtain, or it has been necessary to take any form of legal action to obtain access.

- The Contractor will agree the location of each device with the Client prior to installation.

11.0 Rooms Used As / Converted To Sleeping Accommodation

The Gas Safety (Installation and Use) Regulations 1998 Health and Safety at Work etc Act 1974 must be considered in this context:

1. Regulation 30(2) & (3) - This applies the requirements with regard to room sealed appliances and requires that in rooms used for sleeping accommodation (Installations after 1st January 1996):

   - Gas fires, other gas space heaters or water heater above 14 kW Gross rated input must be room sealed (Often a gas fire/back boiler)
   - Gas fires, other gas space heaters or water heater 14kW Gross rated input or less (Often a standard gas fire) must be room sealed or have a device which will shut down the appliance if dangerous levels of fumes (CO) are emitted

All non-compliant appliances installed after 1st January 1996 are considered as “At Risk”. All installations installed before 1st January 1996, that are otherwise safe and working satisfactorily, should normally be regarded as “Not to Current Standards”.

Regulation 30 is also referred to in Regulation 36 (Landlord’s duties). Landlords are required to ensure that where a room is, or intended to be used as sleeping accommodation that it complies with Regulation 30 (2) & (3). It also requires that from 31st October 1998 (the date on which the Regulations came in to force), in the case of any room which is to be converted in to sleeping accommodation, any existing non-compliant appliances should be removed.

2. Regulation 34 (Use of appliances) - This also places a duty on Landlords not to allow a gas appliance they know or suspect to be unsafe to be used.
3. Health and Safety at Work etc Act 1974 Section 3 – This places a general duty on Landlords to take “reasonable steps” to ensure the safety of their tenants.

11.1 **Use of rooms as temporary sleeping accommodation**

North Kesteven District Council will on occasions become aware that a tenant is temporarily sleeping in a room, or allowing another person(s) to sleep in a room not intended for sleeping accommodation where an open-flued gas appliance is installed.

Where the appliance installed in the room does not comply with Regulation 30 (2) & (3), The Housing Repairs Manager must take immediate action. The Housing Repairs Manager shall arrange for the Contractor to undertake a safety check. When this is carried out the Contractor shall also ensure that if the appliance has a gross rated input of 14kW or less (Usually a gas fire) it incorporates a safety device. Any open-flued appliance without an ASD shall be immediately disconnected. A temporary electric heating appliance will be left with the tenant.

Where the Contractor identifies an appliance with a gross rated input of above 14kW (Usually a gas fire/back boiler) the appliance shall be immediately disconnected by the contractor. A temporary electric heating appliance will be left with the tenant. The contractor must immediately inform the Housing Repairs Manager.

The Housing Repairs Manager shall on both the above cases notify in writing the Tenancy Services Manager immediately and a letter will be sent to the tenant informing them of the options available to them in this circumstance. (See Appendix 6) a copy to be sent to the Tenancy Services Manager.

There shall be ongoing liaison between The Housing Repairs Manager, Tenancy Services, Contractor and tenant at all times throughout the process until the matter has been resolved.

Throughout the process documented records of all discussions, conversations with the tenant and actions taken must be recorded.

**Return Visits**
Where a tenant agrees to cease using the affected room as sleeping accommodation a return visit will be made by the Tenancy Services at least once within the first three months to ensure there is no re-occurrence.

**Important:**

1. **Letter:** When The Housing Repairs Manager is first made aware of a room with an open flued gas appliance (with a gross rated input of above 14kW) being used as sleeping accommodation. A letter will be sent to the tenant (See Appendix 6 – Letter SIL) and provide a copy of the letter to the relevant
Tenancy Services staff to enable the situation to be promptly addressed by all parties.

2. **Other Types of Fuel:** Wherever a room with an open flue appliance is discovered being used for temporary sleeping accommodation, the approach set out above will be used. This procedure will be implemented regardless of the type of fossil fuel being used in the appliance. It will be used for solid fuel, wood and all other fuel types.

11.2 **Procedure Flow Chart**

A flow chart providing full details of the procedure described above has been developed. This is to allow the procedure to be easily understood by all parties concerned, and ensure that all key events within the procedure are identified and undertaken. A copy of the flow chart is contained in the Appendices. *(See Appendix 9)*

**Note:**

1. Regulation 30 also requires that a gas appliance in a room used or intended to be used as a bathroom or a shower room must be room sealed. For installations after 31st October 1998, instantaneous water heaters shall not be installed unless they are room sealed or, have a device that will shut down the appliance if dangerous levels of fumes are emitted.
2. BS7860: 1996 was superseded by BS EN50291 in April 2006.

12.0 **Gas Servicing Procedure To NKDC Domestic Council Properties**

This section details the procedure to be utilised by the Council to ensure that gas servicing is undertaken to all of its dwellings in compliance with the Gas Safety (Installation and Use) Regulations 1998.

12.1 **Preparation For Establishing a Programme of Works**

- Although the legal requirement is for a Gas Safety Check the Council undertakes this as part of an appliance service. Wherever the term ‘Service’ is used assume this includes the safety check.

- The Council prepares the list of properties requiring an annual gas service, and the legal target date for the service (within 12 months from the last service) is entered against each property on an Excel spreadsheet.

- In compiling the list the following information is considered:
  1. Service dates from previous year
  2. New Builds and Sold properties
3. New central heating installations / boiler replacements

- Once the lists have been compiled on the spreadsheet in Month order an audit exercise is undertaken to ensure that the numbers contained on the spreadsheet are the same as those held on the Housing Management System, (Northgate) and the Asset Management System (codeman)

- The relevant Excel spreadsheet can be located on the following drive:
  Technical: Gas Safety: NKDC Servicing Record Live.

12.2 Procedure for Undertaking a Programme of Works

In order to achieve its legal deadlines in relation to gas servicing the Council operates an 11 month cycle, e.g. a gas service carried out on the 1\textsuperscript{st} March one year will be targeted for the 1\textsuperscript{st} February the following year. The activities involved in this are as follows:

1. Aaron Services raise an Annual Service call on the Councils repairs IT system.

2. Six weeks before annual service due date the Gas Contractor contacts the tenant and make an appointment by letter (appointment to be four weeks before due date) offering an AM/PM slot. (See Appendix 6 – Letter LAS1)

3. 1 day prior to appointment date, Aaron Services are to contact the tenant to confirm the suitability of the appointment and rearranges if required. However, the new appointment must not fall after the due date. (No new appointment must fall after the service due date)

4. Engineer attends on arranged appointment date. The engineer must ensure that he attends all AM/PM services and must inform their office immediately if he envisages any delays or problems, in order for the office to find an alternative resource and to keep the tenant(s) informed.

5. If the engineer successfully completes the annual service, the Gas Contractor then updates the IT system. A copy of the LGS certificate is sent to NKDC within 48 hours and the tenant within 28 days.

6. If the engineer finds that he cannot gain access, they complete a Not At Home Card (See Appendix 6 – Card CAS1), and also leaves NKDC's 1\textsuperscript{st} warning letter (See Appendix 6 – Letter NAH).

7. Where a Not at Home Card has been left, the Gas Contractor attempts to contact the tenant of the dwelling the following day by telephone to determine why service appointment was missed and to arrange another appointment.

8. If contact is made with the tenant an appointment is made (appointment to be within due date).
9. If contact is not made with tenant, the Gas Contractor is to continue to make attempts on a daily basis, for seven days, to arrange another appointment by telephone, or other means dependant on tenants wishes.

10. If no contact has been made by either party after 7 days Aaron Services will add the property to the outstanding services spreadsheet with a proposed new service visit date. This spreadsheet is to be checked daily by the Council and Aaron Services for any updates and Aaron Services will e-mail a memo of any updates to:

10.1 NKDC (Property Services and Tenancy Services Area Teams)
10.2 The Building Contractor (Kier Services)

It is essential that all parties communicate with each other, and for the Gas Contractor to inform everyone after a service has been carried out from the "Missed Appointment List".

11. North Kesteven District Council are to immediately send a No Access Gas Letter with a new appointment date. (See Appendix 6 – Letter NAS1) Aaron Services have provided the date and times for the new service visit date on the outstanding services spreadsheet.

12. The Gas Administrator will inform, by E-Mail, the Tenancy Services Team (tenancyservices@n-kesteven.gov.uk) with the date and time of last failed visit, and the date and time of the next appointment. Included with Letter (NAS 1) a ‘Gas Can Kill’ warning leaflet and the HSE Gas appliances booklet ‘Gas Appliances - get them checked keep them safe’ is included. A warning label sticker is placed on the envelope to raise the importance of the letter to the tenant. Tenancy Services will hand deliver the NAS1 letter within two working days. The delivery is to attempt personal contact and establish possible vulnerability. The Housing Officer will also try to assist with gaining access if possible. All feedback from this process must be fed back to the Gas Administrator, and the spreadsheet updated.

13. If letter NAS1 is unsuccessful, then action to Cap Off as detailed below will be taken contemporaneously with appropriate Legal Action, including possession proceedings or injunctive relief to gain access to the property. The Tenancy Services manager will take into account the circumstances of the tenant in line with the Legal Action to Enforce Tenancies Policy.

14. The Tenancy Services Team to keep the Repairs Manager up to date with proceedings and if contact is made at anytime to allow access then Aaron Services are immediately informed and an appointment date arranged.

15. North Kesteven District Council update the outstanding services spreadsheet to confirm the letter (NAS 1) has been sent and complete Evidence FORM 1 (Appendix 10)
16. The Council and Aaron Services discuss the spreadsheet at the monthly contract meetings to highlight any potential properties where there are concerns regarding access and possible internal meters.

17. If access is provided on the new service visit and the service is completed the spreadsheet is updated. If access is given but the tenants choice is not to have a gas supply, the utility will be capped at the meter to the property and the outstanding services spreadsheet and databases are updated.

18. If the contractor is still unsuccessful in gaining access they complete and leave a Not At Home Card (See Appendix 6 – Card CAS1) informing the tenant to contact Aaron Services immediately to arrange a new appointment.

19. Where a Not at Home Card has been left, the Gas Contractor attempts to contact the tenant of the dwelling the following day by telephone to determine why service appointment was missed and to arrange another appointment.

20. If contact is not made with tenant, the Contractor is to continue to make attempts on a daily basis, for seven further days, to arrange another appointment by telephone, or other means dependant on tenants wishes.

21. If no contact is made to Aaron Services or the Council within seven days then the Council are triggered via the outstanding services spreadsheet to immediately hand deliver a Cap Off Letter (See Appendix 6 – Letter NAS2). The proposed final service visit date is generally the Service Due date (or the closest available date within the due date). Included with the cap off Letter is a ‘Gas Can Kill’ warning leaflet and the HSE Gas appliances booklet ‘Gas Appliances - get them checked keep them safe’. All items are placed in an envelope with a warning sticker to raise its importance to the tenant and hand delivered by a Council Officer.

22. Aaron Services will call the Housing Repairs Manager prior to the appointment date to confirm that the cap off can be undertaken.

23. If no access is provided on the appointment date then Aaron Services will cap off the gas supply to the property, place a sticker on the meter and leave a card (See Appendix 6 - Card CAS2) to inform the tenant to call NKDC or Aaron Services so that they can attend to uncaps the gas supply.

24. The outstanding services spreadsheet and Service Pro database are updated.

25. A list of the properties with capped gas supplies is passed to the Housing Repairs Manager and The Tenancy Services Manager monthly to discuss solutions to gaining access and the reasons why these properties are capped off.

12.3 Computer Records

Accurate and up to date computer records are essential to the effective delivery of all gas servicing programmes. Information held on the systems
operated by NKDC and the Gas Contractor should agree the information provided. The updates information will be given to the contactor on a quarterly basis.

- The Spreadsheet will contain the following information:

  1. Completion date for the previous year
  2. Address of property to be serviced
  3. Completion date this year
  4. Target date for this year
  5. LGSC number
  6. Co detector replacement dates

- On receipt of the Landlords Safety Record (LSR) from the Gas Contractor the date completed will be entered onto the Excel spreadsheet by NKDC and a quarterly report will be prepared to measure the Gas Contractor’s performance against target times.

12.4 Q Map (Written Flowchart)

See Appendix 7

13.0 Leasehold and Shared Ownership Dwellings

NKDC has a broad general duty of care to its tenants (See also Section 2.1). This requires NKDC to act on what is ‘reasonably foreseeable’. Occupiers of leasehold properties may not arrange routine servicing and annual safety checks of gas and other fossil fuel burning appliances. It is therefore reasonably foreseeable that if this occurs it could create a potential danger for any tenants living in adjacent properties.

To address this risk a letter is sent to all leaseholders. It highlights the dangers associated with carbon monoxide poisoning and reminding them that if they have not had their gas appliances serviced and safety checked within the last 12 months they should contact a Gas Safe registered engineer immediately to arrange the works. The letter also gives the offer of a service by NKDC’s gas servicing contractor. The cost for this will be invoiced separately.

The letter also indicates that where leaseholders have oil or solid fuel heating routine servicing and annual safety checks are recommended. It confirms that details of suitably qualified engineers can be found in Yellow Pages and other similar publications, and that details of engineers can also be obtained from the Gas Safe website for gas, OFTEC website for oil and HETAS website for solid fuel.
Appendix 1

Dealing with a Reported Gas Escape or Fumes
1.0 Dealing with a Reported Gas Escape

**Important: Dealing with a report of a gas escape or fumes takes priority over all other tasks**

1.1 General Information

**Definition of a Gas Escape** - The definitions and time scales for response set out below are only applicable to National Grid Gas plc the Public Gas Transporter (PGT). These standards and time scales have been accepted by the Health & Safety Executive (HSE).

- **An uncontrolled gas escape** – This is where the tenant is unable to do anything to control the escape of gas, i.e. emergency control turned off but smell persists or a gas escape from outside. Attendance must be within 60 minutes, this is the service standard of the PGT.

- **A controlled gas escape** - This is where the tenant is able to turn off the supply at the meter control valve and hence control the escape of gas. Attendance must be within 120 minutes. This is the service standard set by the PGT.

- **A report of fumes** – This shall be considered the same as a controlled gas escape, where the tenant can control the escape of fumes by turning off the appliance/ installation at the emergency control valve at the gas meter or point of entry of gas pipework. Attendance must be within 120 minutes. This is the service standard set by the PGT.

1.2 Office Procedure

The employee (either NKDC or Aaron) dealing with the call from the tenant shall take responsibility for obtaining all relevant information and ensuring these actions are taken.

The person dealing with the report from the tenant shall advise the tenant to:

- Turn off the gas supply at the meter
- Put out all sources of ignition/naked flames
- Avoid smoking
- Avoid operating any electrical switches / telephones or mobiles
- Ventilate the building by opening doors and windows
- Ensure access to the premises is possible
- Vacate the premises if the smell continues
- Ensure that anyone with suspected carbon monoxide poisoning is advised to go immediately to the casualty department at the nearest hospital.

If the call is received during the service and repair contracting company’s normal working hours, then they should also be requested to attend. This is to minimise the disruption to the tenant should additional work be required.
The employee shall:

1. Telephone the PGT (National Grid – 0800 111999 or 0800 371787 for people with a hearing impairment)

2. Pass over all the information and confirm the details by ensuring the receiver reads it back.

3. Request that an Engineer attends from Aaron Services within the same timescales.

<table>
<thead>
<tr>
<th>Within 60 minutes:</th>
<th>Uncontrolled Escape of Gas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within 120 minutes:</td>
<td>Controlled Escape of Gas Report of Fumes</td>
</tr>
</tbody>
</table>

On attending site the engineer shall at all times follow Gas Safe advice and guidelines. North Kesteven are to be kept informed of each action taken.

1.3 Records

All documentation relating to an escape shall be passed to the relevant to the NKDC Repairs Team for processing and placement on the Tenancy file.

1.4 Notification of Gas Servicing Co-ordinator

If either a gas escape or Carbon Monoxide escape has been confirmed as causing harm to persons. The employee receiving the call is to forward all the information to the Housing Repairs Manager, for follow up in respect of remedial works and/or incident investigation i.e. RIDDOR’s and complaints. The Housing Repairs Manager will seek advice from the North Kesteven Health and Safety Advisor.
Appendix 2

ACS Details
(Accredited Certification Scheme)
2.0 Summary of ACS Categories

2.1 ACS (Accredited Certification Scheme)

CCN1 (Core domestic gas safety) is a prerequisite for all other categories.

<table>
<thead>
<tr>
<th>Assessment reference</th>
<th>Category of Certification</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCN1</td>
<td>Core domestic gas safety</td>
</tr>
<tr>
<td>CKR1</td>
<td>Domestic gas cooking appliances</td>
</tr>
<tr>
<td>HTR1</td>
<td>Domestic open balanced and fan assisted flued gas fires and wall heaters</td>
</tr>
<tr>
<td>WAT1</td>
<td>Domestic gas instantaneous water heater appliances</td>
</tr>
<tr>
<td>LAU1</td>
<td>Domestic gas laundry appliances</td>
</tr>
<tr>
<td>CEN1</td>
<td>Domestic gas fire central heating/hot water boilers and circulators up to 60k W</td>
</tr>
<tr>
<td>DAH1</td>
<td>Domestic gas fired ducted air heaters of rated input not exceeding 60kW</td>
</tr>
<tr>
<td>LE11</td>
<td>Domestic leisure appliances</td>
</tr>
<tr>
<td>MET1</td>
<td>Domestic gas meters</td>
</tr>
</tbody>
</table>

Commercial Gas Safety

Commercial Core Gas Safety (as above, this is a prerequisite for all other categories)

<table>
<thead>
<tr>
<th>Category of certification</th>
<th>Description</th>
</tr>
</thead>
</table>
| TA/COCN 1                 | 1. Commercial installations  
|                           | 2. Ventilation  
|                           | 3. Gas safety controls  
|                           | 4. Combustion and flue gas safety |
| TA/ICPN 1                 | 9. First fix commercial pipework |
| TA/ICPN 1LS               | 10. First fix commercial pipework (LS) |
| TA/TPCP 1A                | 11. Soundness testing IGE/UP/1A – new/extension  
|                           | 12. Soundness testing IGE/UP/1A – existing  
|                           | 13. Direct purging IGE/UP/1A |
| TA/TPCP 1                 | 14. Soundness testing IGE/UP/1 – new/extension  
|                           | 15. Soundness testing IGE/UP/1 – existing  
|                           | 16. Purging IGE/UP/1 |
2.3 Nationally Accredited Certification Scheme for Gas Fitting Operatives (ACS)

The Gas Safety (Installation & Use) Regulations 1998 require gas installation businesses, including self employed operatives, undertaking gas work in domestic and most commercial premises to belong to a Health & Safety Executive (HSE) approved body. The body must also operate within criteria prescribed by the HSE.

Statutory registration of gas installation businesses was first introduced by the Gas Safety (Installation and Use) (Amendment) Regulations 1990. In 2009 Gas Safe Register was appointed as an approved body to run a statutory registration scheme.

The HSE place importance to the creation of this scheme as a means of demonstrating unequivocally, to members of the public, that each gas fitting operative is fully competent to undertake safe gas work.

Under the scheme, individual gas fitting operatives will be required to have their competence to do gas work safely, assessed by a Certification Body that has been accredited by the United Kingdom Accreditation Service (UKAS). This came into force on 1 August 1998.

The Certification scheme requires every gas fitting operative to hold a valid Certificate issued by an Accredited Certification Body, which consumers,
employers and third parties can ask to see. Certificates of competence are valid for 5 years from assessment date. On or before that date operatives are required to have their competence re-assessed.

Organisations undertaking gas work will need to be able to demonstrate to Gas Safe Register that all their employees carrying out gas work possess these Certificates.
Appendix 3

Terms and Abbreviations
<table>
<thead>
<tr>
<th>Term and/or Abbreviation</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACS</td>
<td>The Nationally Accredited Certification Scheme for Individual Gas Fitting Operatives. Introduced on 1st August 1998 it replaced the ACoP’s. The scheme consists of a number of training modules that correspond to varying levels of gas related work. Individuals undertaking work must hold the relevant ACS module(s).</td>
</tr>
<tr>
<td>Approved Class of Persons</td>
<td>Term used in the Regulations. The HSE state that gas related work can only be carried out by persons who are members of, or are employees of members of the “approved class of persons”. ‘Gas Safe’ is the current registration body for gas safety.</td>
</tr>
<tr>
<td>Construction, Design and Management Regulations 2007</td>
<td>The Regulations came into force on 6th April 2007 and set out the roles and responsibilities in the management of construction projects. The CDM regulations apply to Boston Mayflower’s construction related activities including development. The HSE produced HSE L144 Managing Health and Safety in Construction in 2007. This Approved Code of Practice (ACOP) provides practical guidance on complying with the duties set out in the Regulations. It replaces the ACOP to the Construction (Design and Management) Regulations 1994. The key aim of the regulations is to integrate health and safety into the management of the project and to encourage everyone involved to work together to improve the planning and management of projects; identify risks early on; target effort where it can do the most good in terms of health and safety; and discourage unnecessary bureaucracy. These Regulations are intended to focus planning and management throughout construction projects, from design concept onwards.</td>
</tr>
<tr>
<td>Client</td>
<td>This is business that commission works under the CDM regulations. For the purposes of these works the Client is North Kesteven District Council.</td>
</tr>
<tr>
<td>Competence</td>
<td>The Regulations require persons carrying out gas related works to be “competent”, to ensure they are able to undertake the work in a safe manner. To satisfy this requirement they must possess a current and suitable qualification, and have relevant knowledge, experience and skill.</td>
</tr>
<tr>
<td>Contractor</td>
<td>Term generally used to describe an organisation commissioned to undertake works.</td>
</tr>
<tr>
<td>------------</td>
<td>---------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>CP1</td>
<td>A standard GAS SAFE pro forma. It is used to confirm that a new installation has been installed and commissioned, in accordance with the manufacturers instructions and the Building Regulations Document L.</td>
</tr>
<tr>
<td>CP4</td>
<td>A standard GAS SAFE pro forma. It is a two-part form used to record the safety checks of Regulation 26(9) when work unrelated to the Landlord’s Safety Check is undertaken on an appliance.</td>
</tr>
<tr>
<td>CP6</td>
<td>A standard GAS SAFE pro forma. It is a “Service / Maintenance” checklist document.</td>
</tr>
<tr>
<td>CP12 (LSR)</td>
<td>A standard GAS SAFE pro forma. This is used to record the Landlord’s Safety Check and is often called the Landlord’s Safety Certificate. All external contractors undertaking work for NKDC must use this pro forma. The Gas Servicing Co-ordinator will only accept other forms if they are approved in advance of a contract commencing.</td>
</tr>
<tr>
<td>CP14</td>
<td>This is a standard GAS SAFE “Warning Notice”. It is issued to, and signed by, tenants as a record that they should not use the appliance.</td>
</tr>
<tr>
<td>Designers</td>
<td>The role of Designers is specifically mentioned in the CDM regulations. Under the regulations Designers are obliged to give consideration to safety in the construction, use, maintenance and demolition of the project when they prepare designs or specifications.</td>
</tr>
<tr>
<td>The Property Services Manager</td>
<td>The NKDC employee with overall responsibility for the administration of gas safety management within the contract.</td>
</tr>
<tr>
<td><strong>The Health &amp; Safety Executive. (HSE)</strong></td>
<td>This is the government body principally responsible for the enforcement of health and safety legislation. They are responsible for enforcing the current Gas Safety (Installation and Use) Regulations 1998. Under the regulations the HSE require operatives, or their employer to be registered with an organisation of which the HSE approves. Currently, the only organisation approved by the HSE is Gas Safe Register.</td>
</tr>
<tr>
<td><strong>Supervising Officer</strong></td>
<td>This is the NKDC employee with responsibility for the administration of gas safety management. The Housing Repairs Manager will undertake this role.</td>
</tr>
<tr>
<td><strong>CDM Co-ordinator</strong></td>
<td>This person acts on behalf of the Client under the CDM regulations. They have a range of duties under the regulations including advising and assisting the client with his/her duties; notifying HSE; co-ordinating health and safety aspects of design work and cooperating with others involved with the project. They also facilitate good communication between client, designers and contractors; liaise with principal contractor regarding ongoing design; identify, collect and pass on pre-construction information and prepare/update health and safety file. The CDM Co-ordinator for NKDC is as detailed at the front of this document.</td>
</tr>
<tr>
<td><strong>Principal Contractor</strong></td>
<td>This is the title used for main contractor under the CDM regulations. The Principal Contractor is responsible for the development of the pre tender health and safety plan, co-ordination of all other contractors and subcontractors, ensuring compliance with relevant health and safety legislation with the developed health and safety plan.</td>
</tr>
<tr>
<td><strong>The Gas Industry Unsafe Situations Procedure</strong></td>
<td>This is guidance is aimed primarily at registered installers. However, NKDC employees involved in the administration of gas related work also need to an understanding. It provides industry guidance and definitions for the various categories of unsafe situations and also details the procedures to be used when these situations are dealt with.</td>
</tr>
<tr>
<td>WL1 or TG3</td>
<td>These are standard GAS SAFE “Do not use” labels. They are affixed to appliances that should not be used.</td>
</tr>
<tr>
<td>National Grid Gas plc</td>
<td>This is the primary Public Gas Transporter (PGT) and Gas Emergency Service Provider (ESP) in the UK. It is normal practice for National Grid Gas plc to attend reported emergencies. As a PGT National Grid Gas plc has the right to enter a property to make a situation safe, where there is an actual or suspected escape of gas and also products of combustion.</td>
</tr>
</tbody>
</table>
Appendix 4

Vacant Dwellings (Voids) & Mutual Exchanges
4.0 Vacant Dwellings (voids) and Mutual Exchanges

4.1 Inspection of Vacant Dwellings and Mutual Exchanges

NKDC is regularly informed that a property has or is about to become vacant or a mutual exchange is due to take place. Whenever this occurs an instruction shall be given to the Gas Contractor, by a delegated NKDC employee, requesting that an inspection of the property be carried out.

The Gas Contractor shall inspect the property and record their findings on the appropriate work record. The inspection process shall be conducted in accordance with the relevant procedure, as detailed in the flow charts below.

4.2 Procedure for Dealing with Vacant Dwellings

1. When a property becomes void the delegated NKDC employee will request the Gas Contractor to undertake a Gas Safety test upon completion of all other void works but before the property is signed over to an incoming tenant.

2. The Gas Contractor will collect the keys for the properties to be inspected from the agreed pick up/drop off point or from the designated key safe.

3. The Gas Contractor will visit the property and carry out a visual inspection of the gas installation. Any apparent defects are to be documented on the relevant inspection sheet.

4. The Gas Contractor is to undertake a soundness test of the gas pipework using gas or air on completion cap off the gas meter outlet and raise relevant documentation GAS SAFE CP4 or equivalent. Any rectification work identified is to be actioned with due regard to the void risk guidance matrix (see table below).

5. The property keys are to be returned by the Gas Contractor to the agreed drop off/pick up point before 10.00 am on the next working day. The original gas work record CP4 or equivalent should be left in the property in a prominent place for inclusion in the pack of information passed to the tenant at sign up.

6. NKDC’s Void Inspector shall carry out a void inspection prior to the letting of the property.

7. The Void Inspector shall complete a Void Inspection Sheet and record details of the Gas Contractor’s CP4 or equivalent for reference when inspecting the property.

8. Any defects identified by the Void Inspector during the inspection shall be documented on the Void Inspection Sheet.

9. The Void Inspector shall action any work identified. Where practicable this work will be dealt with during the void period. An instruction shall be given to
the Gas Contractor to attend the property to carry out remedial work in line with current contractual arrangements.

10. If there are no apparent defects, the Void Inspector shall record the necessary details on the Void Inspection Sheet. The property can then be processed for occupancy.

11. Regular checks shall be undertaken by the Void Inspector to ensure that work that has been undertaken by the Gas Contractor. Checks shall also be undertaken on all completed documentation, both internally and that produced by the Gas Contractor, for technical and administrative correctness.

12. All documentation relating to the property shall be filed on the Tenancy files in line with current policy.

13. The next step of this procedure is tenant occupancy (see below).

**Note:**

During the gas safety inspection it may be found that the gas/electricity meters have no credit available thus preventing the completion of the required safety checks. In these circumstances the gas will be capped off to ensure the safety of the incoming tenant and occupants of adjacent properties. A note is to be left in the property by the Gas Contractor requesting the new tenant to contact the Gas Contractor when the gas/electricity supplies have been reinstated to arrange for the cap to be removed from the gas supply and the completion of the safety checks.
4.2.1 Void Property Procedure Flowchart

![Void Property Procedure Flowchart]

4.3 Mutual Exchanges

4.3.1 Procedure for Dealing with Mutual Exchanges

It is not uncommon for gas and electrical supplies to remain connected and turned on in mutual exchange properties. It is therefore necessary for NKDC to take appropriate steps to prevent the new tenant being exposed to a risk of injury from any unsafe situation. To eliminate this risk NKDC arranges for their Gas Contractor to carry out a safety check of the whole installation at the time of the exchange.

A problem may occur if the existing suppliers of gas and electricity to the property are not those required by the incoming tenant. At this point, there may be a delay in the provision of either one or the other utility. In these circumstances NKDC requires that the new tenant arrange for both supplies to be connected on an agreed date to enable a safety check to be undertaken at the same time.

When mutual exchanges are dealt with the Void Inspection documentation is completed. To allow findings to be documented work is arranged with due regard to the mutual exchange risk guidance matrix (see table below). The New Tenant occupancy process is also adhered to (see below).
4.4 Property Occupancy

4.4.1 Procedure for Change of Occupancy

The following process shall be followed when the date for occupancy is made known:

a) NKDC issue order to the Gas Contractor for a service and safety check to be undertaken and issue instruction to the new tenant that they are to contact the Gas Contractor when services are re-instated/connected.

b) **Void Properties** - The tenant is to contact the Gas Contractor and confirm that the services have been re-instated and agree a convenient appointment, a service and safety check will then be undertaken.

c) **Mutual Exchange**. When the date for occupancy has been agreed, the Gas Contractor will be requested to attend the property on the day before the exchange to cap off the cooker supply and on the actual exchange day to undertake the safety check.

d) **On all occasions** a service and gas safety check is to be carried out in accordance with the specification/contract requirements by the Gas Contractor. The Gas Contractor is also to provide a copy of a LSR or equivalent to both tenant and the Voids Team. The Gas Contractor is also required to instruct tenant on installation and appliance use, obtain tenants signature to substantiate this i.e., Gas emergency control and appliance controls.

e) An instruction should be given to the Gas Contractor to rectify any additional remedial work not previously identified if identified as a result of work undertaken.

f) Where necessary, check work that has been undertaken by the Gas Contractor and also check on all completed documentation, both internal and external for technical and administrative correctness.

g) Ensure a current copy of LSR is/has been given to the tenant.

h) Documentation to be filed at the Local/Area Office in line with current policy.

The Gas Contractor shall detail all work carried out and results of all tests undertaken and provide appropriate documentation in support of their findings. This is especially relevant when raising warning notices against appliances and installations, as part of the above process.
Property Occupancy Procedure Flowchart

Void Property

Tenant informs contractor when gas and electric are connected and makes appointment for inspection

Void/Lettings Team notify Gas Contractor of request to deal with vacant property or mutual exchange

On confirmation that an exchange can take place the Tenant is informed that the contractor will visit on the exchange day

Contractor carries out inspection and contracted works and issues LSR to Tenant

Contractor informs Void staff daily of addresses to which have had re-letting gas checks carried out that day

Additional work as identified undertaken as per contractual arrangements or variations requested

Void/lettings Team update database, check on work undertaken and verify all documentation produced
Appendix 5

Reasonable Steps for Gaining Access &
‘No Access’ Time Line
5.0 Procedure for Gaining Access

5.1 Process

The process is as set out in Section 12.0 and in the flow chart contained in Appendix 7. This describes the reasonable steps NKDC will take to gain access to its properties.

5.2 Use of Cards and Letters

Should access to the property be unavailable, the Gas Contractor is to utilise the cards and letters prepared for the process. Appendix 6 contains copies of these cards and letters.

5.3 Records

Throughout the process comprehensive and accurate records shall be maintained by the Gas Contractor and North Kesteven District Council to be used as and when required should legal proceedings be commenced against a tenant by NKDC. This shall include regular updates of all information held on the shared drive. The records shall include the following information for each address where access cannot be obtained at the first attempt:

- Dates and times of all attempts made by the Gas Contractor to gain access including details of any telephone calls made
- Copies of all cards left and letters sent by the Gas Contractor with relevant dates and times
- Date property referred by Gas Contractor to NKDC for further action
- Dates and times of all attempts made by NKDC to gain access including details of any telephone calls made and
- Copies of all letters sent by NKDC with relevant dates and times

5.4 Legal Action

The Refused Entry Form contained in Appendix 6 shall be completed by the nominated NKDC employee wherever it is necessary to take legal action to obtain access.

Note:

The steps outlined above and detailed in Section 12.0 and Appendix 7 are to be followed by all NKDC employees and Gas Contractors employed by NKDC.
Appendix 6

Standard Letters, Cards and Forms
Dear Sir or Madam,

We have been employed by NORTH KESTEVEN DISTRICT COUNCIL to carry out the ANNUAL servicing of your heating appliances.

This ANNUAL service is free of charge to you if convenient to you has been scheduled to be carried out between «Cal_wtime» and «Cal_wtime» on the «Cal_wdate». Please ensure that a responsible adult is present for this appointment.

If you have a Gas/Electric credit meter, it is essential that there is credit available for us to be able to carry out the service. If you have a gas fire, please ensure that it is not on and that any personal items surrounding the fire are removed in order for us to carry out the service more efficiently.

Having your appliances serviced helps to ENSURE YOUR SAFETY and its successful completion is in the interests of all concerned parties. Legislation states that the service must be carried out ONCE A YEAR, so it is essential that you make every effort to keep this appointment or contact us immediately to make an alternative appointment. Should you fail to keep the appointment above or fail to arrange an alternative date; the matter will be referred back to your Landlord.

We will look forward to seeing you on the above date however if this day or time is not convenient please contact 01205 591979 between the hours of 9am and 5pm Monday to Friday, giving an alternative date at your earliest convenience.

Yours Sincerely

Jon Posey ~ Operational Director ~ Aaron Services Ltd
For and on behalf of NORTH KESTEVEN DISTRICT COUNCIL

Large Print - Please contact NKDC on 01529 414155 or Freephone ??? if you would like to receive this document in large print.

Letter LAS2
Dear Sir or Madam,

We have been employed by North Kesteven District Council to carry out the Annual servicing of your heating appliances.

As you are aware we visited your property but you were not at home, however since this time we have successfully contacted you by telephone and we have agreed to allocate you a 3 hour appointment slot on «Cal_wdate». If convenient, we will arrive at your property within 3 hours from «Cal_wtime». This Annual service is free of charge to you and is urgently required in the interests of you, your family and your neighbours.

Please ensure that a responsible adult is present for this appointment. If you have a Gas/Electric credit meter, it is essential that there is credit available for us to be able to carry out the service. If you have a gas fire, please ensure that it is not on and that any personal items surrounding the fire are removed in order for us to carry out the service more efficiently. The service engineer will also check and service any smoke alarms fitted in your property.

Having your appliances serviced helps to ENSURE YOUR SAFETY and its successful completion is in the interests of all concerned parties. Legislation states that the service must be carried out ONCE A YEAR, so it is essential that you make every effort to keep this appointment or contact us immediately to make an alternative appointment. Should you fail to keep the appointment above or fail to arrange an alternative date, the matter will be referred back to your Landlord.

We will look forward to seeing you on the above date however if this day or time is not convenient please contact 01205 353363 between the hours of 9am and 5pm Monday to Friday, giving an alternative date at your earliest convenience.

Yours Sincerely

Jon Posey ~ Operational Director ~ Aaron Services Ltd

For and on behalf of North Kesteven District Council

Large Print - Please contact NKDC on 01529 414155 or Freephone ??? if you would like to receive this document in large print.
Dear Sir or Madam,

We visited your property today on behalf of your landlord __________________________________, in order to carry out the previously arranged Service / Repair / Installation, but unfortunately you were not at home. In the interests of Health and Safety it is vital that we obtain access to carry out this work.

It is a legal requirement that your service is carried out **ONCE A YEAR**.

Property Address: ____________________________________________

Date: _________________________

Time: _________________________

Name of Engineer: _______________________

**PLEASE CALL THE ABOVE NUMBER IMMEDIATELY IN ORDER TO ARRANGE ANOTHER APPOINTMENT**
Letter NAH

Ref: PR/AGS/NAH
Contact: 01529 414155 (Ext. 28099)
E-mail: paula_robinson@n-kestvene.gov.uk

Date: - ...................................  Time: - ...................................

Dear ........................................................

RE: ANNUAL SERVICING OF GAS APPLIANCE

PROPERTY ADDRESS: -...........................................................

North Kesteven District Council’s heating appliance servicing contractor, Aaron Services Ltd., called at your home today, as previously arranged, to carry out the annual service to your heating appliance. Unfortunately you were not at home and therefore they were unable to gain access.

In the interests of Health and Safety to you, your family, your neighbours and any visitors to your home, I now need to ask that you contact Aaron Services immediately on 01205 591979 to re-arrange the appointment. North Kesteven District Council, as your landlord, has a legal obligation to ensure that the appliances are working safely, we take this duty very seriously, therefore cannot allow the annual check to go out of date.

In addition to the above, please note that it is a condition of your tenancy to “give access to the landlord’s employees at reasonable times after receiving sufficient notice from the landlord”. Failing to allow access would be a breach of your tenancy agreement.

To ensure compliance with these conditions of tenancy, it is now crucial that you contact Aaron Services today to arrange a convenient appointment within the next seven days. Failure to permit access, contrary to your obligations under the Tenancy Agreement could result in legal action being taken against you to enable us to gain access, the costs for which you may be liable for.

Please give this matter your most urgent attention.

Yours sincerely

Paula Robinson

Gas Safety Management
Repairs Manager

**Large Print** - Please contact North Kesteven District Council on 01529 414155 or **Freephone ???** if you would like to receive this document in large print.

*Letter NAS1*
Dear <Name>,

**RE: ANNUAL GAS SERVICING – NON-ACCESS to PROPERTY**

Following my previous letters dated (<Date>), it is with regret that I find it necessary to write to you again concerning the urgent need for North Kesteven District Council to obtain access to your property in order to inspect and service the gas appliance provided for your use.

As previously stated, this is a legal requirement for landlords and is necessary in the interests of Health and Safety to you, your family, your neighbours and any visitors to your home.

In addition I would once again remind you that it is a condition of your tenancy, “To give access to the landlord’s employees at reasonable times after receiving sufficient notice from the landlord” and to ensure compliance with these Conditions of Tenancy you must allow North Kesteven officers or workmen to enter the premises and carry out an examination of the installation(s) and carry out any necessary repairs.

Bearing the above in mind, I have now arranged for an Engineer from Aaron Services to call on your property to carry out the Annual Gas Service, AM/PM on <Date>. If for any reason this appointment is unsatisfactory you must immediately contact Aaron Services on (01205) 591979.

I have to inform you that if you continue to fail to permit access, contrary to your obligations under the Tenancy Agreement, I shall have no option but to arrange for Court Proceedings to gain access and/or to ask Nation Grid to disconnect your gas supply.

You will receive no further warnings before action is taken.
The Court fee is currently £150 and if proceedings are taken the Council will be asking the Court to order that you pay this, together with the Council’s legal costs.

Carrying out the Annual Gas servicing is in the interests of all the parties concerned and I trust that Court proceedings will not be necessary and that I can look forward to your co-operation on this very important and urgent matter.

Yours sincerely

Paula Robinson  
Housing Repairs Manager

Cc  Gas can kill leaflet  
    HSE Gas appliances leaflet

Large Print - Please contact North Kesteven District Council on 01529 414155 or Freephone ??? if you would like to receive this document in large print.
Letter NAS2

Your Ref:  DC/Letter 2
Our Ref:  Paula Robinson
Contact:  Ext.
Email:  paula_robinson@n-kesteven.gov.uk
Tel:  01529 414155

<Name>
<Address>
<Address>
<Address>
<Postcode>
<Date>

Dear <Name>,

GAS SERVICE: - Notice of Gas Termination – <Address>

The service to your gas appliance is still outstanding despite numerous attempts to contact you.

You received a Final warning letter stating that if you did not contact the Council or its Service Contractor (Aaron Services) by <Date>, we would have no alternative but to continue with court proceedings to gain access..

I understand that as of <Time> today (<Date>) neither our contractor nor the council have received a response from you.

Therefore you leave me with no alternative but to advise you that our contractor will be terminating the gas supply AM/PM on <Date> and that subsequent re-connection will be chargeable to you. As you have previously been informed court proceedings for right of access to undertake this Councils Statutory obligations to service gas appliance’s on an annual basis have begun.

As you must appreciate, the safety of yourself and other occupiers of your home is paramount.

Please ring our Contractor Aaron services on 01205 591979 to avoid your home being left without this important service.

Yours sincerely

Paula Robinson
Gas Safety Management
Housing Repairs Manager

Large Print - Please contact North Kesteven District Council on 01529 414155 or Freephone ?? if you would like to receive this document in large print.

Card CAS2
ATTENTION
GAS SUPPLY ISOLATED

THE GAS APPLIANCE AND GAS SUPPLY HAVE BEEN ISOLATED IN THE INTEREST OF SAFETY DUE TO US BEING UNABLE TO COMPLETE YOUR ANNUAL GAS SERVICE

PLEASE RING AARON SERVICES ON 01205 591979 TO HAVE THE SUPPLY AND APPLIANCES INSPECTED/TESTED BY OUR GAS SAFE REGISTERED INSTALLER

Letter CAS2
Dear (Tenants Name)

Re: Sleeping In The Same Room As A Gas Appliance

I understand that a room in your home with an open flue gas appliance, such as a gas fire or back boiler, is being used for sleeping in. This can be a potentially dangerous situation and is also contravenes the current Gas Safety Legislation and for this reason the appliance has been cut off and temporary heaters have been provided whilst options are considered.

There are two possible options open for discussion with you that eliminate the risk. These are:

1. That you cease sleeping in the same room as the appliance.
2. That you are considered for a move to a more suitable property.

I have asked the Tenancy Services Manager to arrange a visit from your Housing Officer. They will arrange to visit you during the next three days and discuss why the room needs to be used for sleeping in. They will also talk to you about the various ways of making sure the situation is safe in the longer term.

You will appreciate this action is being taken for the health and safety of anyone who sleeps in the room. Please co-operate with us as we work with you to deal with the situation.

Yours sincerely

Paula Robinson
Repairs Manager

Large Print - Please contact North Kesteven District Council on 01529 414155 or if you would like to receive this document in large print.
Servicing of your Heating System
Housing and Property Services

Contractor: Aaron Services  Work Carried Out: Heating System Serviced

To help us monitor and improve our service please complete and return this questionnaire in the pre-paid envelope. All responses provided are confidential.

If you have any queries or need any help filling the questionnaire in please contact the Housing and Property Services Team at the Sleaford Office (01529 414155 or 01522 699699).

This document is available in large print and other accessible formats such as Braille and Audiotape/CD. It is also available in different languages. For a copy please contact the Housing and Property Services Team using the following options:

Phone: 01529 414155 or 01522 699699
Minicom: 01529 308088
E-mail: housing_admin@n-kesteven.gov.uk
Address: Housing and Property Services Admin Team
North Kesteven District Council
Kesteven Street
Sleaford
Lincolnshire
NG34 7EF

<table>
<thead>
<tr>
<th>Q1 Notice of Servicing</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Were you told that the contractor would be calling to service your heating system?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Were you given a name and contact number to arrange an appointment?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Were they polite, helpful and flexible in arranging an appointment?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Did they call when they said they would?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q2 Carrying out the Servicing</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did the workman show you his identity card?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Did the workman explain what work would be done?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please turn over the page
Q3 Was the workman polite and helpful? Yes [ ] Go to Q5 No [ ] Go to Q4

Q4 If you ticked No for Q3, please tell us why

Q5 Did the workman tidy up after themselves Yes [ ] Go to Q7 No [ ] Go to Q6

Q6 If you ticked No for Q5, please tell us what happened?

Q7 Finding Faults

Was a fault found on your heating system? Yes [ ] Go to Q8 No [ ] Go to Q9

Q8 If you answered Yes to Q7, did the workman explain what would happen next? Yes [ ] No [ ]

Q9 Overall how satisfied are you with the servicing of your heating system? Very Satisfied [ ] Neither Satisfied nor Dissatisfied [ ] Fairly Satisfied [ ] Very Dissatisfied [ ]

Q10 If you ticked Fairly or Very Dissatisfied to Q8 please tell us why:

If you would like us to contact you to discuss your comments further, please provide your contact details below

Name:

Address:

Telephone:

Please turn over the page for the final questions
About you

North Kesteven District Council aims to promote and ensure equality. It is important therefore, that we ask the following questions in order to gather information necessary to monitor equal treatment. All personal information will be completely confidential and held in accordance with the Data Protection Act 1998.

Q14 What is your home postcode?

Q15 Gender:

Male ............................................  ■ Female ............................................. □

Q16 What is your current age?

16 - 24 ..........  ■  35 - 44 ..........  ■  55 - 64 ..........  ■  Over 75 .......... □
25 - 34 ..........  ■  45 - 54 ..........  ■  65 - 74 ..........  □

Q17 Do you have any long-standing illness, disability or infirmity?
(Long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)
Yes - please answer the next question... ■  No - Please go to Q18 ................. □

Q18 Does this illness or disability limit your activities in any way?
Yes ........................................................................... □  No ........................................................................... □

Q19 How would you describe your ethnic origin?
Where “any other background or group”, please write in the box provided

White
British ..................................................... □
Irish ........................................................... □
Any other White background ..................... □

Black or Black British
Caribbean ..................................................... □
African ........................................................ □
Any other Black background ..................... □

Mixed
White and Black Caribbean ..................... □
White and Black African ..................... □
White and Asian ................................ □
Any other Mixed background ..................... □

Asian or Asian British
Indian ........................................................ □
Bangladeshi .............................................. □
Pakistani .................................................. □
Any other Asian background ..................... □

Chinese or other Ethnic Groups
Chinese ..................................................... □
Any other ethnic group ...................... □

Please turn over for the final questions
Q20 How would you describe your religion or belief?

Baha'i.........     Hindu ..........     Rastafarian ......     Do not wish to answer
Buddhist......     Jewish..........     Sikh.............     Other (write below) .......
Christian......     Muslim.........     No religion......     Do not wish to answer

Q21 How would you describe your sexual orientation?

Bisexual...............     Heterosexual...........     Other...............     Do not wish to answer
Gay.....................     Lesbian.............     Do not wish to answer

Thank you for taking the time to complete this questionnaire.
Please return the questionnaire in the pre-paid envelope provided.
Appendix 7

Gas Servicing Procedure
Flow Chart
Gas Servicing Procedure

Occupied Property

Gas contractor places order on Service pro on an 11 month cycle. Letter sent out to tenant by contractor 6 weeks prior to service (Appendix 6 - Letter LAS1). 1 Day prior to appointment date contractor's telephones tenant to confirm appointment/access

If appointment inconvenient new date arranged. Appointment must be before service due date.

Access provided

Engineer completes service. Copy of LGSR sent to tenant via post by contractor within 28 days. Copy sent electronically by gas contractor to third party audit contractor.

Access denied

If no access given, engineer leaves 'Not at Home' card (Appendix 6 - Card CAS1) and NKDC 1st Warning letter (Appendix 6 - Letter NAH). Contractor attempts to contact tenant the next day.

Contact made and new appointment arranged. Letter sent to tenant confirming appointment (Appendix 6 - Letter LAS2)

No contact made, contractors continue on a daily basis to make contact for next 7 days

No contact made, NKDC send 'No Access Gas Letter' (Appendix 6 - Letter NAS1) with a new appointment date

If no access given, engineer leaves 'Not at Home' card (Appendix 6 - Card CAS1). Contractor attempts to contact tenant the next day.

No contact made, contractors continue on a daily basis to make contact for next 7 days

No contact made, NKDC hand deliver 'Cap Off Letter' (Appendix 6 - Letter NAS2)

Access denied. Contractor caps off gas supply and leaves 'Gas Supply Isolation' card (Appendix 6 - Card CAS2)

Property referred to Housing for Notice Seeking Possession
Appendix 8

Guide to Checking Safety Record Certificates
10.0 GUIDE TO CHECKING SAFETY RECORD CERTIFICATES

<table>
<thead>
<tr>
<th>Section of Certificate</th>
<th>Details to be Included</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Serial No</td>
<td>Pre-printed in top right hand corner of form</td>
<td>Number is unique to each form</td>
</tr>
<tr>
<td>2 Inspection Address</td>
<td>Tenant's name, address and telephone number(s) Also present YES/NO</td>
<td>All information required. Telephone numbers very important inc. mobile.</td>
</tr>
<tr>
<td>3 Appliance Details</td>
<td>Details of all appliances installed – landlord's and tenants own</td>
<td>All boxes completed for each appliance</td>
</tr>
<tr>
<td>4 Flue Checks</td>
<td>Details of all appliances except gas cookers</td>
<td>All boxes completed for each appliance except gas cookers</td>
</tr>
<tr>
<td>5 Inspection Details</td>
<td>Details of all appliances except gas cookers</td>
<td>All boxes completed for each appliance except gas cookers</td>
</tr>
<tr>
<td>6 Gas Installation Tightness Test</td>
<td>Tick in Pass or Fail box</td>
<td>Essential information</td>
</tr>
<tr>
<td>7 Visual Inspection of Pipework</td>
<td>Tick in Pass or Fail box</td>
<td>Essential information</td>
</tr>
<tr>
<td>8 Emergency Control Accessible</td>
<td>YES/NO</td>
<td>Essential information</td>
</tr>
<tr>
<td>9 Details of Faults &amp; Rectification Work Required</td>
<td>Details of faults found and work required</td>
<td>Box may be left blank if no faults found and/or rectification work not required</td>
</tr>
<tr>
<td>10 No of appliances tested</td>
<td>Quantity tested</td>
<td>Should agree with number of landlord's appliances in 3 above</td>
</tr>
<tr>
<td>11 Gas Safe ID Serial No</td>
<td>ID No for engineer</td>
<td>Taken from engineer's ID Card</td>
</tr>
<tr>
<td>12 This record is issued by:</td>
<td>Signature &amp; name of engineer &amp; date</td>
<td>Essential information</td>
</tr>
<tr>
<td>13 Received on behalf of the Landlord:</td>
<td>Signature of tenant or their representative</td>
<td>Essential information</td>
</tr>
<tr>
<td>14 I certify that I carried out inspections on the listed appliances on:</td>
<td>Date of inspection and signature of engineer</td>
<td>Essential information</td>
</tr>
</tbody>
</table>

**Note:**

a) All sections of certificate to be completed unless stated otherwise  
b) Certificates with missing information will be immediately returned to Gas Contractor to allow prompt completion and resubmission to the Gas Servicing Administrator  
c) Gas Servicing Administrator will address section of certificate ‘Details of Faults & Rectification Work Required’
Appendix 9

Temporary Sleeping Accommodation Procedure Flow Chart
Temporary Sleeping Accommodation Procedure

NKDC advised of tenant using living room as appliance for sleeping purposes

Contractor identifies on service visit tenant using living room for sleeping purposes

Gas contractor informed of situation and they immediately send out engineer to check appliance

Access Provided and safety check undertaken

Access Denied

Tenancy Services Team informed of situation

Tenancy services officer visits tenant

Access Denied - Tenancy Services Team seek access

Where the appliance installed in the room does comply with Regulation 30 (2) & (3).

Where the appliance installed in the room does not comply with Regulation 30 (2) & (3) the engineer will disconnect the appliance. Tenant left with temporary heating and engineer ensures adequate hot water supply

Tenancy Services Team informed of situation

A letter will be sent to the tenant by Repairs team (See Appendix B – Letter SIL) and provide a copy of the letter to the relevant Tenancy Services staff to enable the situation to be promptly addressed by all parties.

Tenancy Services Officer undertakes visit within three days and reports feedback to Repairs Manager/team and Tenancy Services Manager.

Repairs Manager and Tenancy Services Manager promptly determine the nature and extent of the temporary use, so appropriate actions can be agreed.

Tenant advised to cease sleeping in Living Room

Alternative accommodation sought

Appliance left disconnected and temporary heaters supplied

Tenant continues sleeping in Living Room

Tenancy Service Team to revisit and monitor and take appropriate steps in accordance with above options.

Tenants ceases sleeping in Living Room

Tenancy Services Officer undertakes visit within three months to ensure there is no recurrence