



# **Gas Appliance Servicing and Access**

## **Policy & Procedure**

If you have difficulty with reading this policy, including any difficulties with sight or hearing, or if you require this document translated into another language, please contact us and we will be happy to provide this information in a format that suits your needs.

# Our Vision, Our Values, Our Strategic Objectives

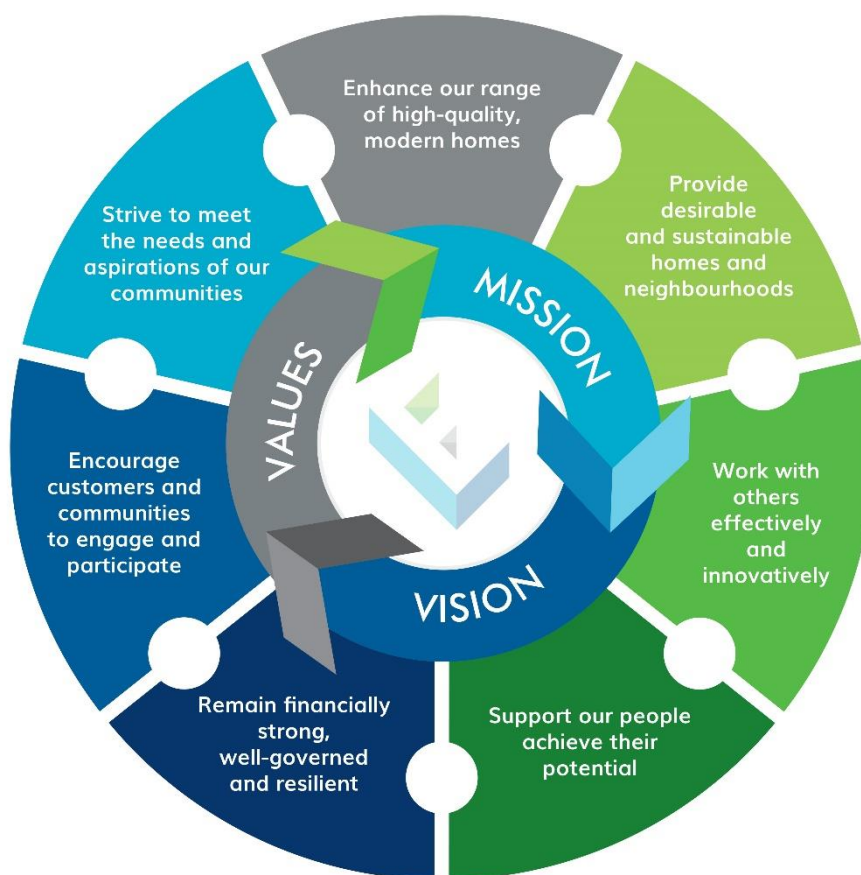
## Our Vision

A vibrant neighbourhood where everyone can prosper.

## Our Values

Caring, Reliable, Fair, Open and Adaptable

## Our Strategic Objectives



## Equality and Diversity Statement

Elderpark Housing are committed to ensuring people or communities do not face discrimination or social exclusion due to any of the following protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief; sex or sexual orientation.

This document complies with our Equality and Diversity Policy.

We will regularly review this Policy and consider any equalities implications taking the necessary action to address any inequalities (either directly or indirectly) that result from the implementation of this Policy.

## Executive Summary

### Policy Author

This Policy has been developed by the Director of Maintenance Services who has responsibility for the effective implementation and timely review of the Policy.

### Purpose of the Policy

The purpose of this Policy and procedure is to ensure that the Association complies with its legal obligations for gas safety as a landlord, under the Gas Safety (Installation & Use) Regulations 1998 and to meet the requirements contained within the Annual Return of the Charter.

### Aims and Objectives of the Policy

The overall aim of this policy, and the associated procedures and control documents is to ensure the safety of tenants and others living and working in properties, containing gas fuelled heating appliances, owned or managed by Elderpark Housing Association (EHA). EHA aims to protect the occupiers of its properties, as well as other residents, visitors, staff, contractors and the general public, from the risks associated with gas so far as is reasonably practicable.

This document sets out key policy objectives, control measures and accountabilities for ensuring the safety of gas heating and hot water installations. .

The objective is to ensure that our properties are well maintained, safe and where any remedial works are identified that these are remedied as soon as practicably possible.

### Legislative and Regulatory Compliance

We will comply with all relevant legislation and associated regulations, including:

- Health and Safety at Work Act 1974
- Gas Safety (Installation and Use) Regulations 1998
- Control of Substances Hazardous to Health Regulations 2002
- Management of Health and Safety at Work Regulations 1999
- Workplace (Health Safety & Welfare) Regulations 1992
- Equality Act 2010
- The Gas Industry Unsafe Situations Procedures
- Compliance with HETAS guidance (solid fuel systems)
- Approved Codes of Practice (ACoP) [HSE]:
- L56 - Safety in the installation and use of gas systems and appliances Gas Safety (Installation and Use) Regulations 1998
- Right to Repair – Housing (Scotland) Act 2001;

- Section 19 of the Housing (Scotland) Act 2006
- Gas Safety (Management) Regulations 1996 (as amended);
- Gas Appliances (Safety) Regulations 1995;
- Building Standards (Scotland) Regulations 2014;
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013;
- Construction (Design and Management) Regulations 2007;
- Corporate Manslaughter Act 2007

Registered Social Landlords must meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes. In relation to gas safety specifically, they must ensure any gas appliances, and the supply provided with the property, are safe and inspected at least once every 12 months. LHA acknowledges and accepts its responsibilities under the applicable regulations and legislation and to meet the requirements contained within the Annual Return of the Charter.

## Equalities

An Equalities Impact Assessment has been carried out and attached to this Policy as Appendix 1 No Equalities issues have been identified as the Policy relates to the maintenance of gas appliances and the work required to be complaint with legislation will be applied equally to all properties resulting in no positive or negative impact upon the protected characteristic groups.

## Privacy

Record keeping for the purposes of this policy relate to the contract that is in place and undertaking Gas servicing and maintenance. This will include contractors having access to tenants personal details for the purpose of visiting properties and a data sharing agreement is in place. All data will be held in line with GDPR requirements. This Policy is written to be open and transparent in line with FOISA. A GDPR Impact Assessment has been carried out and attached to this Policy as Appendix 2.

## Related Policies

Policy Title	Location
Health & Safety Policy	<a href="V:\Elderpark Policy Suite\Governance Policies\G15 Health and Safety Policy Statement 2021.pdf">V:\Elderpark Policy Suite\Governance Policies\G15 Health and Safety Policy Statement 2021.pdf</a>
Risk Management Policy	<a href="V:\Elderpark Policy Suite\Governance Policies\G23 Risk Management Policy .pdf">V:\Elderpark Policy Suite\Governance Policies\G23 Risk Management Policy .pdf</a>
Repairs and Maintenance Policy	<a href="V:\Elderpark Policy Suite\Maintenance Policies\M4 Reactive Maintenance Policy.pdf">V:\Elderpark Policy Suite\Maintenance Policies\M4 Reactive Maintenance Policy.pdf</a>
Privacy Policy	<a href="V:\Elderpark Policy Suite\IT Policies\IT1 Privacy Policy.pdf">V:\Elderpark Policy Suite\IT Policies\IT1 Privacy Policy.pdf</a>

Freedom of Information Policy	<a href="V:\Elderpark Policy Suite\Governance Policies\G29 FOI and EI Policy.pdf">V:\Elderpark Policy Suite\Governance Policies\G29 FOI and EI Policy.pdf</a>
Equality & Diversity Policy	<a href="V:\Elderpark Policy Suite\Governance Policies\G13 Equality and Diversity Policy.pdf">V:\Elderpark Policy Suite\Governance Policies\G13 Equality and Diversity Policy.pdf</a>

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## **1.0 Introduction**

- 1.1 Elderpark Housing was established in 1975 and currently owns approximately 1340 homes with the majority being in Central Govan although there are a number of properties within the areas of Ibrox, Kinning Park and Cessnock. In addition to being a Social landlord we provide a factoring service to approximately 250 owners.
- 1.2 The association has a duty as a landlord to ensure that the gas appliances installed by the association within tenants homes are annually inspected, serviced, certified and where applicable issue remedial works where the installation is not compliant with the current version of Gas Safety (Installation and Use) Regulations 1998.
- 1.3 1312 properties within Elderpark's housing stock are included within the scope of this policy and procedures. This policy and procedure covers all tenanted properties managed by Elderpark Housing containing gas appliances & supplies. It begins when an appliance or supply has been identified in the service sequence and concludes when a service record has been produced, logged, filed in INVU and updated on the Rubixx Housing Management System.

## **2.0 Purpose of the Policy**

- 2.1 The purpose of this Policy and procedure is to ensure that the Association complies with its legal obligations for gas safety as a landlord, under the Gas Safety (Installation & Use) Regulations 1998 and to meet the requirements contained within the Annual Return of the Charter.
- 2.2 The application of this Policy ensures that Elderpark meets compliance with the outcomes of the Scottish Housing Regulator specifically in relation to the 'Healthy, Safe and Secure' elements of the Scottish Housing Quality Standard.

## **3.0 Aims and Objectives of the Policy**

- 3.1 The overall aim of this policy, and the associated procedures and control documents is to ensure the safety of people living and working in properties, containing gas fuelled heating appliances, owned or managed by Elderpark Housing Association. Elderpark aims to protect the occupiers of its properties, as well as other residents, visitors, staff, contractors and the general public, from the risks associated with gas so far as is reasonably practicable. This document sets out key policy objectives, control measures and accountabilities for ensuring the safety of gas heating and hot water installations.

## 4.0 Legal and Regulatory Framework

- 4.1 There are legislative duties and associated guidance relating to the servicing of gas appliances, these include;
- Health and Safety at Work Act 1974
  - Gas Safety (Installation and Use) Regulations 1998
  - Control of Substances Hazardous to Health Regulations 2002
  - Management of Health and Safety at Work Regulations 1999
  - Workplace (Health Safety & Welfare) Regulations 1992
  - Equality Act 2010
  - Compliance with HETAS guidance (solid fuel systems). Approved Codes of Practice (ACoP) [HSE]:
    - L56 - Safety in the installation and use of gas systems and appliances Gas Safety (Installation and Use) Regulations 1998
    - L122: Safety of pressure systems
- 4.2 In terms of the Scottish Social Housing Charter, the Scottish Housing Regulator (SHR) has identified a number of key indicators relevant to housing maintenance by which it will measure landlord performance, including the following:
- Quality of housing – tenants’ homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.

## 5.0 Roles and Responsibilities

- 5.1 The Chief Executive Officer and the Management Committee has overall responsibility for ensuring adequate resources are made available to enable the objectives of the policy to be met.
- 5.2 The Director of Maintenance has been delegated the responsible person for the implementation of this policy. The Maintenance Manager will be depute responsible person. Their responsibilities includes:
- Delivery of the key policy objectives as set out herein including designing and implementing procedures, staff training and communication to customers.
  - Responsible for operational delivery, including the management of all contractors carrying out annual gas checks and for updating the Register as required.
  - Ensure that detailed records are kept and administered.
  - Maintain a full record of Gas appliances for each property for a 3 year consecutive period



## **6.0 Gas Appliance Register**

- 6.1 Elderpark will maintain a record of all gas appliances installed in the Association's managed properties, their previous service date and copies of landlord's paper gas safety (CP12's) certificates, or approved electronic certificates. This will be the master copy of information from which budgets and the annual planned servicing programme will be derived. CP12's shall be held for a minimum of 3 years.

## **7.0 Obligation to Service Appliances**

- 7.1 Elderpark will ensure that an annual service & safety check is carried out on all gas appliances in the Association's tenanted properties and in all properties managed by the Association. This obligation will be met through the implementation of a planned cyclical servicing programme. *Note: Void properties will also be serviced prior to commencement of any new tenancy agreements.*

## **8.0 Programming and Preparing of Gas Service List**

- 8.1 The planned programme of service visits is included in the gas database, and is determined by last annual or change of tenancy gas safety visit. It is intended that the servicing process shall commence 2 months prior to the annual anniversary date of the previous service. This will allow for managing any no access, arranging forced access or possible legal actions. This programme will be maintained each year, and where properties have been serviced out of sequence (for example change of tenancy, new boiler, etc) they will be included and programmed accordingly to meet the anniversary date of the last service or safety check.

## **9.0 Tenant Notification**

- 9.1 Elderpark's appointed gas contractor will issue letters to properties 10 months after their last annual service. These letters, giving one weeks' notice, will inform tenants of the service date the gas contractor intends to carry out the service. The dates for the first attempt to service the appliance (s) will be available to Elderpark's Maintenance Team via the contractor's on-line portal.
- 9.2 Each month a separate list of planned services will be created on the Gas Maintenance Database. Each monthly list will include all properties within that month that's due an annual gas safety check.

## **10.0 Execution of the Works**

- 10.1 Following the initial contractors letter the Gas Servicing Contractor will carry out the servicing in accordance with Gas Safe Register requirements and the work instructions for servicing the gas appliances and supply pipework.
- 10.2 During the course of the gas service visit the Gas Engineer will carry out a safety inspection of any non-Association gas appliances in the property and check (or replace if required) the carbon monoxide, heat and smoke detectors.
- 10.3 In the event of a no access, the Gas Engineer will complete a maintenance visit slip and leave at the premises with a rearranged visit planned in 7 days, if the 2nd visit is also a no access the Engineer will leave a further card advising of another visit in 7 days. Following 3 no accesses, the tenancy details will be passed to Elderpark for further action. Each no access shall be recorded in the contractor's on-line portal. In other circumstances laid out by Elderpark, the Gas Engineer will phone Elderpark and provide an up-to-date situation.

## **11.0 Access Arrangements Out With Business Hours**

- 11.1 Elderpark acknowledges that in some instances access is difficult due to the tenants' work pattern not fitting with the Gas servicing contractors hours of operation. This is normally business hours between 8.00 am and 4.30 pm. The tenant should notify the association that the prescribed time is not a suitable time due to work commitments. When this information is relayed to Elderpark we shall request a Saturday morning or after hours service to be carried out Monday to Thursday, as long as that arrangement does not surpass the annual anniversary date to meet our legal duty.

## **12.0 Certification and Recording of Service**

- 12.1 Following completion of the Appliance Servicing & Safety check the Gas Engineer will:
  - Complete a Landlord's Inspection Service Record (CP12).
  - Issue a copy record to the tenant;
  - GSC Administration Team will forward original (or electronic) copy to Elderpark for recording and filing.

### **13.0 Notification and Rectification of Unsafe Appliances**

- 13.1 In the event that a non-Association appliance is found to be unsafe the Gas Engineer will address the issue all as per Gas Safe Register and Gas Industry working practices. In addition the Gas Contractor shall inform Elderpark.

### **14.0 Logging of Completed Inspection/Service**

- 14.1 The GSC Administration Team will ensure that gas service job orders are logged as complete and the gas safety certificate returned to Elderpark within 7 working days of the completed service or available for download from the contractors on line portal.
- 14.2 Following return of the Gas Appliance Service/Safety Record to Elderpark, who will, at least weekly:
- Log the Gas Appliance Inspection/Service date on Rubixx Housing Management System
  - Save the Landlords Inspection Servicing Record (CP12) into Rubixx Housing Management System
  - Produce weekly reports for the Maintenance Services Manager
  - Update the gas servicing database with service date, next anniversary date and include details of any new properties and or any new installations.

### **15.0 No Access and Forced Entry Arrangements**

- 15.1 As a final measure to ensure the Association's compliance with its statutory obligations, we will consider forcing entry to carry out this work. Every effort will be made to avoid this, through written correspondence and other appropriate methods of communication.

- 15.2 Between each of the actions detailed below, a maximum of 7 days should be allowed.

Action 1 – Tenants receive a letter giving 7 days' notice of their planned service date from the Gas contractor

Action 2 – If no access on initial visit, engineer will leave a calling card advising of the next planned visit in 7 days' time.

Action 3 – If no access at 2nd visit, the engineer will leave a further card advising of third planned visit in 7 days.

Action 4 – If no access at 3rd visit, the contractor shall forward address details to Elderpark.

Action 5 – Elderpark will attempt to contact the tenant by phone, text messaging, email or letter requesting that the tenant contacts to make arrangements for access for this work.

Action 6 – If no response from tenant after 7 days from action 5, a further reminder shall be sent.

Action 7 – If still no response after a further 7 days, the association shall send notification that further failure to respond may result in forced access for this essential service to be completed (Appendix 4). During actions 5, 6 and 7 the maintenance assistant inform housing colleagues to determine if property occupied or possibly abandoned. For example, if contact has been made, repairs reported, etc.

Action 8 – If still no response, then 48 hours prior to the anniversary date a hand delivered letter providing notification of the intention to force entry (Appendix 5) will be issued (only if gas meter is internal). Elderpark's forced entry procedures shall be adhered to. In addition to this, the following actions should be carried out:

1. The lock changed (if tenant not present and entry has been forced).
2. Notification left pinned to the door (Appendix 6) that the locks have been changed and the service/safety check carried out, along with details of what the tenant must do next (contact the office to collect the new keys).
3. Maintenance Staff along with the gas engineer to remain in attendance whilst gas service is carried out, property vacated and secured.
4. Where there is no gas and /or power supply present at time of forced entry and service, the supply piping from the meter will be "capped" on the Association's side of the meter. The CP12 shall record that the service was aborted. The tenant will have to contact the association direct to un-cap their supply to allow the appliance to be serviced.

Action 9 – When forcing entry, the member of staff present will photograph any pre-existing damage as well as record what was done in the house and any damage caused by the HA and/or its contractors as a result of the process of forcing access.

Action 10 – If a tenant makes, then breaks an arrangement for access the HA will move on to the next stage as if no arrangement had been made.

## **16.0 Unsafe Appliances**

- 16.1 There are 2 defect categories of unsafe situations listed under the Gas Safety (Installation and Use) Regs 1998 Industry. These are listed as Immediately Dangerous (ID) and At Risk (AR).
- 16.2 Where an ID has been recorded, this is deemed as dangerous and if operated or left connected to a gas supply is considered to be an immediate danger to life and property.
- 16.3 In the event that a Gas Engineer identifies an Immediately Dangerous situation the Gas Engineer will disconnect (with the tenants permission) the appliance or installation and shall report the situation to the Gas Emergency Service (Scottish Gas Networks) provider as well as Elderpark HA. A "Do not Use" warning notice shall be also attached to the appliance. If the appliance continues to be used it could jeopardise the lives of those in the tenants home and surrounding properties.
- 16.4 "At Risk" situations are more recognised faults that present themselves which could constitute a danger to life or property without further faults developing. When an AR is identified the engineer with the tenants permission shall turn off the appliance until a repair can be carried out to rectify the fault. In some circumstances turning off the gas supply may not reduce the risk. In these situations a warning notice "Do not use" shall be attached and reported to Elderpark HA.
- 16.5 Upon receiving an ID or AR defect staff should contact the tenant and advise that the association has been notified that their appliance is either an ID or AR. The association will instruct its Gas Safe accredited contractor to carry out remedial works to ensure that the appliance can be used, if the appliance is un-economical to repair, the association shall instruct a new appliance to be fitted.
- 16.6 Maintenance staff shall inform the tenant It is an offence to use, or allow the use of, a gas appliance known to be unsafe and in no circumstances should they reconnect an appliance that has been categorised as unsafe and has either been isolated or disconnected for safety reasons, until the fault has been rectified.
- 16.7 Temporary heaters should be offered to the tenant until the appliance is made safe or replaced.

## **17.0 Void Gas Service**

- 17.1 In the situation of a void property, Elderpark shall instruct the gas servicing contractor to carry out an annual gas safety check. This shall become the "relevant" anniversary date for the next annual service. A copy of the CP12 shall also be provided for inclusion in the void pack that is passed to the Housing Officer for issue to the new tenant as part of the sign-up process.

## **18.0 Quality and Compliance Checks**

- 18.1 All contractors instructed by the Association to work with gas appliances will demonstrate to the Association that they are on the Gas Safe register of gas installers.
- 18.2 Copies of Heating Engineer's Gas Safe registration cards will be provided to the Association annually (available via a portal). Only engineers who have submitted copies of their cards may work on Association's gas appliances.
- 18.3 At least 10% of Gas services/safety checks will receive a quality assurance inspection from an independent competent auditor/ inspector.
- 18.4 Monthly meetings with the gas contractor shall be held with Elderpark and its Gas auditors to ensure that the Gas contractor is maintaining competence with their Engineers and any non-compliances that require training are identified and prioritised by the Gas contractor.

## **19.0 Complaints and Appeals**

- 19.1 Elderpark Housing aims to provide a first-class service to all its tenants and other customers. We will therefore strive to keep service complaints to an absolute minimum, but when these are received, will also consider if there are any lessons learned to help improve service.
- 19.2 If you find the delivery of service does not meet the Gas Appliance Servicing and Access Policy, you should initially contact The Maintenance section to discuss these matters. This will then be assessed at Stage 1 of The Association's complaints' procedure. Stage 2 of our complaint's procedure will attend to complaints that require further investigation on issues that customers continue to be unhappy with after completion of stage 1. We will investigate Stage 1 and Stage 2 complaints within 5 and 20 working days respectively.
- 19.3 Not all investigations will be able to be completed within 20 working days. For example, some complaints may be so complex that they require careful consideration and detailed investigation beyond the 20-day limit. However, these would be the exception and we will always try to deliver a final response to a complaint within 20 working days. We will notify customers if we require more than 20 working days to complete our investigations.
- 19.4 Once the investigation stage has been completed, the customer has the right to appeal against the decision. The appeal process is to contact the Scottish Public Services Ombudsman (SPSO) if they remain dissatisfied

19.5 The SPSO considers complaints from people who remain dissatisfied at the conclusion of our complaints procedure. The SPSO looks at issues such as service failures and maladministration (administrative fault), as well as the way we have handled the complaint.

19.6 SPSO Details:-

Scottish Public Services Ombudsman

99 McDonald Rd,

Edinburgh EH7 4NS

Or Call the Freephone line on 0800 377 7330

## **20.0 Monitoring and Review**

20.1 The Director of Maintenance Services is responsible for ensuring that this Procedure is followed by all appropriate staff.

20.2 Performance reports shall be presented to the Housing & Maintenance Sub-Committee on a quarterly basis providing statistics on compliance with completing services before the annual anniversary and explanation as to why an annual service was not completed in time along with the timescale to complete the non-compliant service. Any Immediately Dangerous or At Risk situations are also reported to the sub-committee along with Quality Audits on the service Engineers performance.

20.3 This Policy will be reviewed every 3 years. Consideration will be given to any changes in legislation, good practice or operational changes, which may affect the content of this policy.

## Appendix 1 Equalities Impact Assessment

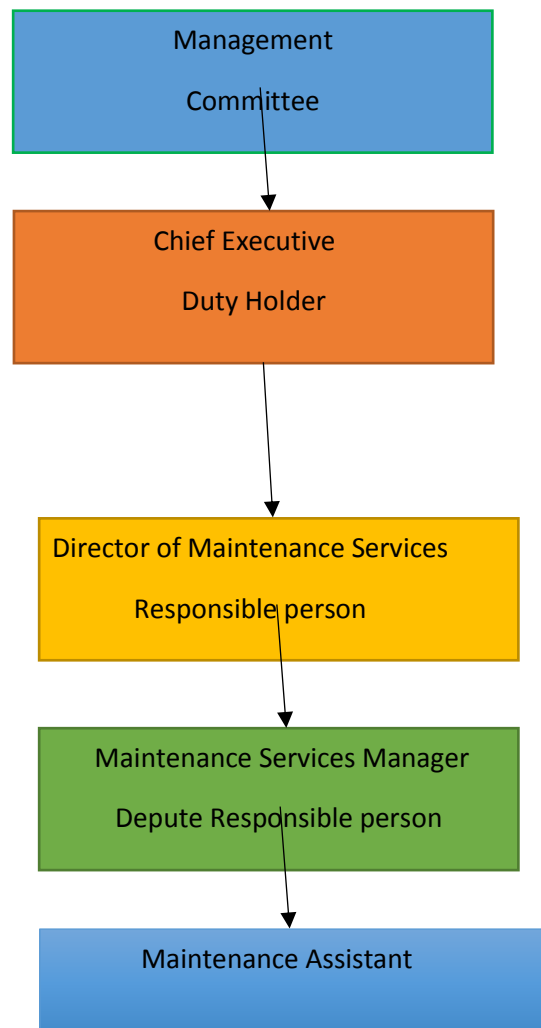
<b>Legionella</b>	Gas Appliance Servicing and Access Policy	<b>New policy or revision of existing?</b>	Revision
<b>Person(s) responsible for assessment</b>		David Adam	
<b>1. Briefly describe the aims, objectives and purpose of the policy.</b>	The purpose of this policy is to set out how Elderpark Housing will manage its Gas Servicing process and how it intends to arrange and manage access for servicing gas appliances before their annual anniversary date. This policy aims to mitigate so far as is reasonably practicable the risks associated with the un-wanted outcome of an un-serviced appliance within our housing stock. The objective is to raise awareness of the associations legal obligations and those obligations associated with our tenants and the need to provide access for the annual service to be completed within the required timescales.		
<b>2. Who is intended to benefit from the policy? (e.g. applicants, tenants, staff, contractors)</b>	All tenants and the general public who may be affected by the raised risks associated with gas appliances not being serviced timeously.		
<b>3. What outcomes are wanted from this policy? (e.g. the measurable changes or benefits to members/ tenants / staff)</b>	To ensure that gas servicing of appliances is managed and that access to complete services is obtained prior to the annual anniversary date thus ensuring that our appliances are working safely and at the same time mitigating the risks to tenants and the general public.		
<b>4. Which groups could be affected by the policy? (note all that apply)</b>			
<b>Age</b>		<b>Disability</b>	
<b>Gender reassignment</b>		<b>Marriage and Civil Partnership</b>	
<b>Pregnancy and Maternity</b>		<b>Race</b>	
<b>Religion or Belief</b>		<b>Sex</b>	
<b>Sexual Orientation</b>			
<b>5. If the policy is not relevant to any of the equality groups listed above, state why and end the process here.</b>			
This policy is a legislative duty placed on the association as a landlord and none of the equality groups listed above are affected by this policy			
<b>6. Have those affected by the policy / decision been involved?</b>			
Email consultation with a group of tenants has been initiated			
<b>7. Describe the likely positive or negative impact(s) that the policy could have on the groups identified above.</b>	<b>Positive Impact(s)</b>		<b>Negative Impact(s)</b>
<b>8. What actions are required to address the impacts arising from this assessment? (This might include: additional data, putting monitoring in place, making adjustments, taking specific action to mitigate any potentially negative impacts)</b>			
Signed:	David Adam		
Dated:	11/10/2022		



## Appendix 2 GDPR Impact Assessment

<b>Name of Policy to be assessed</b>	Gas Appliance Servicing & Access Policy	<b>New policy or revision of existing?</b>	Review
<b>Person(s) responsible for assessment</b>		David Adam	
<b>Briefly describe the aims, objectives and purpose of the policy.</b>	The purpose of this policy is to set out how Elderpark Housing will manage its Gas Servicing process and how it intends to arrange and manage access for servicing gas appliances before their annual anniversary date. This policy aims to mitigate so far as is reasonably practicable the risks associated with the un-wanted outcome of an un-serviced appliance within our housing stock. The objective is to raise awareness of the associations legal obligations and those obligations associated with our tenants and the need to provide access for the annual service to be completed within the required timescales..		
<b>Which type of data will be used by implementation of this policy? (e.g. personal, sensitive or special category)</b>	Only data relating to the addresses of properties which has a gas appliance owned by the association, passed to contractor to arrange access directly with the tenant (s). The contractor has a signed Data Sharing protocol with the association.		
<b>What outcomes are wanted from this policy? (e.g. necessary to meet legal obligations)</b>	This policy is a legislative duty placed on the association and is necessary to meet those legal obligations.		
<b>Which groups could be affected by the policy? (note all that apply)</b>			
<b>Tenants</b>		<b>Committee</b>	
<b>Employees</b>		<b>Contractors</b>	
<b>If the policy is not relevant to any of the data groups listed above, state why and end the process here.</b>			
<b>Have those affected by the policy / decision been involved?</b>			
Email consultation with a group of tenants has been initiated			
<b>Describe the likely positive or negative impact(s) that the policy could have on the groups identified above.</b>	<b>Positive Impact(s)</b>	<b>Negative Impact(s)</b>	
<b>What actions are required to address the impacts arising from this assessment? (This might include: additional data, putting monitoring in place, making adjustments, taking specific action to mitigate any potentially negative impacts)</b>			
<b>Signed:</b>	<i>David Adam</i>		
<b>Dated:</b>	11/10/2022		

## Appendix 3 – Gas Safety Management Organisational Structure



## Appendix 4 General Letter Requesting Access

Date

Title, Surname  
1st Line of Address  
G51 XXX

Dear Title, Surname

ANNUAL GAS SERVICE

Can you please call the Maintenance Team on 0141 2244 to make an arrangement for your Annual Gas Service to be completed. This will take approximately 30 minutes to complete.

We have a legal duty to carry out this service and your appliance will be overdue on Insert Date

Please contact us to arrange a suitable time and date before the anniversary date to avoid the association utilising its Forced Entry procedures, including changing your locks.

Yours Sincerely

Lauren Herd  
Maintenance Assistant

## Appendix 5 – Forced Access Letter

Title. Initial,. Surname  
1st Line address  
Glasgow  
G51 XXX

Date

Dear Title, Surname,

### **Annual Landlords Gas Safety Inspection – Forced Entry**

I refer to previous correspondence regarding the above and note that you have not provided access to carry out an essential Annual Gas Service check on your gas appliances.

Arrangements have now been made to service your gas appliances on:

**Insert Time and Date** - a member of our maintenance staff will be in attendance. Should access not be made available, we will force entry and change the locks.

This will be cancelled if the service is completed sooner. If you can arrange for the service to be done sooner then please call us.

The keys to the new locks will be available at our office during normal working hours. Out with normal working hours you will need to call 0141-440-2244 to collect your new keys.

You will be billed for all costs associated with this work which could cost approximately £200.

If you require any further information with regard to this matter please call into our office at 65 Golspie Street or call 0141-440-2244.

**PLEASE DO NOT IGNORE THIS LETTER AS WE HAVE A LEGAL OBLIGATION TO COMPLETE THIS SERVICE ANNUALLY BEFORE THE ANNIVERSARY DATE.**

Yours Sincerely,

David Adam

David Adam  
Director of Maintenance

## Appendix 6 – Notice – Pinned To Door Following Forced Access

1<sup>st</sup> Line of Address

GLASGOW

Post Code

Friday 11<sup>th</sup> March at 3pm

Annual Landlords Gas Safety

### CHANGE OF LOCKS

A gas engineer called to service your gas appliances and was unable to gain access despite our previous correspondence.

In order to carry out this work we have forced entry to the property and the locks have been changed.

You may collect the new set of keys from our Office at 65 Golspie Street or call 0141-440-2244 during office hours 9.00am – 5pm Monday to Friday

Yours sincerely

*David Adam*

David Adam

Director of Maintenance