



**Our vision is
"to deliver excellent Housing Services"**

Gas Safety Scheme

Newark and Sherwood Homes Limited



Version 2
Created on 1/06/08
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1 Introduction

- 1.1. All landlords have a legal duty under the Gas Safety (Installation and Use) Regulations 1998 to maintain all appliances and flues, which you have provided for your tenants to use and have them checked for safety at least once every 12 months by a CORGI registered installer.
- 1.2. Within Newark and Sherwood Homes, this is carried out through a process of annual service and inspection by a CORGI registered contractor.

2. Scheme Objective

- 2.1 To deliver services efficiently and effectively so that existing and prospective tenants choose to live in our properties and contribute towards the sustainability of their communities.
- 2.2 This we will achieve by ensuring that we comply fully with the Gas Safety (Installation and Use) Regulations 1998.

3 The Legal and Regulatory Framework

- 3.1 The legal framework affecting Newark and Sherwood Homes in terms of gas servicing is set out below.

Gas Safety (Installations and Use) Regulations 1998

Building regulations

Health and Safety at Work, etc. Act 1974

The Construction (Health, Safety and Welfare) Regulations 1996

The Construction (Design and Management) Regulations 1994

The Management of Health and Safety at Work Regulations 1999

The control of Substances Hazardous to Health Regulations 2002.

The Landlord and Tenant Act 1985

Control of Asbestos at Work Regulations 2002

4 Aims of the Service

- 4.1 We aim to deliver excellent services, which includes maintaining and improving our delivery of gas servicing. We aim to ensure that the safety of our tenants is paramount and it is our intention to be a top quartile performing organisation. Specific aims include:

- To have 100% compliance with our annual gas safety checks.
- Well maintained gas installations which are free from defect.
- Control of void properties and the safety of incoming tenants.
- Provision of a comprehensive prioritised service which achieves high levels of customer satisfaction.
- Reacting to service demands whilst maintaining strong budgetary control.
- Understanding and effectively communicating the needs and expectations of all service users and providers.

4.2 We aim to deliver a service that requires just one contact with the tenant for the agreed works to be completed, avoiding any frustrating chase up contacts.

4.3 We aim to be creative and innovative in finding solutions to any problems we encounter and in the ways that tenants and residents can communicate and check progress on their repair requests.

5 Principles of the Scheme

5.1 We will hold accurate records against each location in our database, setting out our requirements for gas safety checks and servicing of appliances.

5.2 Each location requiring any gas safety check or report will be given an anniversary date of eleven months following the scheduled date of the previous annual service. This anniversary date will not change regardless of the actual service date, ensuring that we maintain a structure to our servicing and checking programme.

5.3 Every existing tenant will receive their annual landlord's gas safety certificate at the time of the safety check. In properties with communal boiler installations we will display the certificate in an area where all residents have access. New tenants will receive copies of the latest certificate at tenancy sign up.

5.4 We will produce an annual programme of work.

5.5 Tenants and residents will be given the opportunity to report repairs using a method appropriate to their individual needs. Currently this includes:

- By letter, email or other written notice,
- By telephone
- Verbally through a member of site staff.
- Through the Newark and Sherwood Homes Website

- 5.6 We will maintain a service 24 hours per day, 365 days per year to all tenants and residents. Outside of normal working hours this will be for emergency repairs only and may be provided through an approved call handling centre. Where this is the case, the service provider will be given clear instructions and detailed contact lists to ensure that all potential problems can be resolved with a minimum of fuss for the caller.
- 5.7 Repairs may be reported to us personally or through a friend or advocate.
- 5.8 We will notify tenants or residents immediately, if we believe that the repair is either their responsibility or where the cost may be recharged to them.
- 5.9 We will maintain a gas module of our housing database and maximise the technology available to us to ensure our compliance with requirements.
- 5.10 We will set appropriate priority timescales for all repairs and complete works within these timescales. We will ensure that where specific needs require, for example with disabled or elderly tenants or residents, these priorities are adjusted to suit the needs of the individual.
- 5.11 We will canvass the views of service users in a variety of ways and use the information provided to improve the service.

6 Access Procedure

- 6.1 We have a documented gas access procedure that will be reviewed on an annual basis with officers and tenants.
- 6.2 This details the stages of operation to secure access to a property and details the officer responsible for the action

7 Disrepair and Right to Repair

- 7.1 We will publish information to tenants regarding the right to repair.
- 7.2 In order to avoid claims we will monitor all requests for repairs to ensure that they are closed off and completed within agreed timescales and that where responsibility lies with others, we notify the tenants or residents at the first opportunity.

8 Resource Allocation

- 8.1 We will ensure that our contractors hold sufficient resources of qualified and appropriately accredited operatives to satisfy the requirements of this scheme.
- 8.2 We will ensure that we hold sufficient resources of appropriately trained and qualified staff to oversee the work and provide regular reports on progress against this scheme.

9 Decent Homes Standard

- 9.1 The Decent Homes Standard requires that we “maintain our properties in a reasonable state of repair”. Through this scheme we aim to improve on this standard by ensuring our homes are in good repair and free from defect.
- 9.2 Properties benefiting from improvement works will be accurately monitored and any change in our requirements logged in our database against each location affected.
- 9.3 We will also record new additions to stock, obtaining CP12 Gas certificates from the previous landlord where necessary and will include these in future schedules.

10 Document Control

- 10.1 We will hold on file for not less than three years, the original landlords annual gas safety certificate (CP12).
- 10.2 Tenants will be issued with a copy of this certificate at their sign up and talked through the importance of allowing access.

11 Void Properties

- 11.1 To ensure the safety of those properties surrounding any void property, staff and customers visiting any void property, the gas supply will be capped off within 24 hours of any tenancy termination date.
- 11.2 During the void period, we will ensure that any major gas work is completed.

- 11.3 At tenancy sign up, tenants will be asked to provide access on the first day of their tenancy so that we can carry out a full gas safety inspection and issue a new CP12. This CP12 will not vary any existing anniversary date for the property.

12 Keeping Tenants Informed and Involved and Monitoring of the Service

- 12.1 We will set out in writing our service standards and communicate these to all tenants. The Service Standards will set out clearly the following:
- Repairing responsibilities of each party.
 - The timescales for repairs to be completed.
 - Important telephone numbers.
 - Various rights of the tenants, including complaints and compensation information.
- 12.2 We will review the service with tenants via the Service Development Group and communicate any changes to all tenants.
- 12.3 All aspects of the gas safety service, including performance, will be reported to the appropriate Board on a monthly basis.
- 12.4 We will aim to deliver improvements to service and we will review the level of service provided by engaging tenants in the service development group and evaluating customer satisfaction.

13 Incentivising Annual Gas Safety Visits

- 13.1 As part of the 2008/09 contract, we will implement an initiative to incentive access at first visit stage. This will involve entering customers in a quarterly prize draw where access to the property is provided at first visit to complete the annual gas service. We will have 4 prize draws per year with a quarterly prize of £200. This will be part funded by the gas servicing contractor.
- 13.2 We will measure the outcome of this against the access rate for visit 1 and the number of cases where access is not secured during the normal 3 visit process. Alongside this, the cost of securing access to these properties and the staff time will be measured.

14 Appendices

Appendix 1 Gas Access Procedure
Appendix 2 Warning Notice

Newark and Sherwood Homes Limited
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(Polish)

(Mandarin)

(Portuguese)



Signing



Audio Tape

V.8



WARNING

**THE GAS SERVICE AT THIS
PROPERTY IS OUT OF DATE**

**30 PEOPLE DIE OF CARBON MONOXIDE
POISONING EACH YEAR. DON'T BE ONE OF
THEM CALL TO GET YOUR GAS APPLIANCES
SERVICED TODAY 01636 655558.**

**REMEMBER
CARBON MONOXIDE
KILLS!**

Appendix 1

Gas Access Procedure

1. The Contractor will post Initial appointment letter sent to the Tenant 3 weeks before appointment date advising that gas service is due and that they will be attending at a particular date and time
2. Service engineer attends to carry out service
3. Service carried out if Yes OK
4. If no then 1st letter issued by service engineer whilst at the property if tenant fails to keep appointed service giving the tenant 7 days to respond.
5. At this point the contractor will affix the RED notice sticker this must be fitted to the door face and frame and a photo must be taken as proof
6. Tenant responds to letter to arrange new appointment date if yes O K
7. If no then Second letter issued by contractors administration team requesting that the tenant make contact to re-arrange gas service giving the Tenant 7 days to respond. Contractor's administration team advises NSH of issue of second letter within 1 day of issue.
8. The Gas Supervisor will ask T & E to arrange for an officer to visit to see if the notice / seal has been broken and to take another photo for our records
9. Tenant responds to letter to arrange new appointment date if yes O K
10. If no (on the 8th day) then The contractor will send all documentation back to NSH by Fax and by phone to the Gas Safety supervisor
11. That same day Newark and Sherwood Homes Gas Safety Supervisor will make a final appointment by 3rd letter hand delivered to the property stating scheduled date for service to be completed before action is escalated
12. Tenant keeps new appointment date if yes O K
13. If no then the Gas Safety Supervisor will notify the Tenancy & Estates Section advising that a breach of tenancy has occurred. The Tenancy & Estates will undertake legal action to gain access. Prior to this T & E will also check if any court orders are outstanding and carry out a DDA assessment prior to case being passed to NSDC legal team for application for injunction.
14. Once the property is passed to T & E the CAT team are informed that access was not gained to the property. A flag will be placed on the simdell system to highlight this should the tenant call NSH with any other issues.
15. T & E provide a weekly spreadsheet that details of action of the properties where access has not be gained during the 3 visit process.

Flow Chart of Operation

