

## 1 Scope

- 1.1 This policy applies to all Aster Group colleagues, contractors, customers and visitors to the Aster Group premises.
- 1.2 The scope of the policy covers all properties owned and/or managed by the Aster Group.
- 1.3 To ensure, as far as is possible, that all fossil fuel burning appliances i.e. gas, oil, solid fuel used in properties owned by Aster Group and for which as landlord has a responsibility, are in a safe condition and that all the customers of and persons visiting these properties are in no danger from such appliances.
- 1.4 To protect our customers, their relatives and visitors and our employees and contractors.

## 2 Policy Statement

- 2.1 We will ensure that each appliance falling under the responsibility of Aster Group, will be serviced and checked within 12 a month period by an engineer registered under an appropriate competent persons' scheme.
- 2.2 We will when servicing heating equipment in our homes also test the carbon monoxide and smoke detector units where they are fitted.
- 2.3 We will ensure that when an appliance is serviced, anything that doesn't meet the appropriate regulation or manufactures instructions and is a potential Health and Safety risk will be isolated and a warning sticker applied if it cannot be repaired at that time. In this situation the customer will be offered a temporary source of heating if in the winter months.
- 2.4 We will complete a safety check on the heating equipment in all vacant homes before they are re-let and at the change of occupancy where the property is subject to a mutual exchange.
- 2.5 Where properties are managed by others they will be recharged for servicing or repairs to heating equipment in their properties in line with their management agreement.
- 2.6 We will, in the homes we manage, carry out a safety check on all gas appliances that are owned by customers or other landlords. If any fault is found:
  - It will be noted on the inspection report
  - The customer or landlord will be informed it's up to them to arrange to have it fixed and provide advice on how to go about this

- If the appliance is identified as dangerous to use it will be isolated and a warning sticker applied
- A further visit will be arranged to check that the repair work has been completed.

2.7 We will make all new customers aware and include within their tenancy agreements that they must allow access for a safety inspection of all heating appliances every 12 months.

2.8 We will follow the Property Maintenance No Access Procedure if we cannot access our properties to carry out the safety check to all heating appliances. As a last resort, a court injunction will be sought to grant access to the property.

2.9 We will make leasehold homeowners aware we carry out gas servicing if required.

### **Performance Standards**

2.10 Property Maintenance will keep a list of qualified service engineers employed by them and any contractors, and the dates when their qualifications are due to be updated.

2.11 Management teams and governing bodies will receive regular performance data against the targeted 100% of gas appliances having been serviced in the previous 12 months.

2.12 A Landlord Gas Safety Certificate will be completed for each installation. A copy of the Certificate will be given to the customer and the Aster Group and where applicable a copy retained by the contractor. Aster Group will keep their copy for at least two years.

2.13 When it has been necessary to obtain a court order to gain access to a property with a gas appliance, a gas inhibitor may be fitted to the system which would restrict its use when it is due for its next service.

2.14 A general report on how we look after the gas servicing programme will be given to Board every year.

### **Responsibilities**

2.15 **Group Customer Services Director** will ensure that the appropriate policies, procedures and audit protocols are in place and reviewed every 3-years.

2.16 **The Maintenance Director, Housing Director and Asset Director** will ensure:

- that where Aster Colleagues are involved with the provision of gas servicing and maintenance, that they are familiar with this policy and its supporting procedure and suitable and sufficient training is provided
- appropriate processes are in place overseen by the Operations Directors responsible for M&E, Regional Directors, Head of Mechanical & Electrical, Heads of Housing, Independent Living and Corporate Real Estate and Facilities Management

- 2.17 **Head of Corporate Real Estate & Facilities Management** – will ensure an appropriate system for carrying out servicing is in place and conducted annually.
- 2.18 **Heads of Housing and Independent Living** – will ensure gas servicing is carried out in line with this policy and current legislation.
- 2.19 Those in control of buildings (scheme managers, housing colleagues, managers of depots and remote sites, facilities colleagues, etc.) will ensure that any remedial actions are implemented.
- 2.20 **Aster colleagues, residents, visitors, contractors and others** will co-operate in the gas servicing procedure and will ensure they comply with the arrangements made to control risks from fuel services.

### 3 Monitoring and Review

- 3.1 This policy will be reviewed every 3-years as standard.
- 3.2 One measure of effectiveness of this policy will be Business-Critical Key Performance Indicator (BCKPI) number 10 'Gas Servicing compliance' which is reported on a monthly and quarterly basis to the Group Health and Safety Panel, Corporate Performance and People Panel, Executive Board and Aster Group Limited Board.
- 3.3 Aster Group considers compliance to be when a customer property has an up to date Landlord Gas Safety Record.
- 3.4 The effectiveness of this policy will be scrutinised 12 months after its effective date by *Group Health & Safety Panel*

### 4 Related Policies and Procedures

- 4.1 Aster Group Health and Safety Policy
- 4.2 Property Maintenance No Access Procedure
- 4.3 The Gas, Oil and Solid Fuel Servicing Procedure
- 4.4 Accident and Investigation Procedure

### 5 Governance

<b>Effective From:</b>	01/06/2020	<b>Expires:</b>	31/05/2021
<b>Policy Owner:</b>	Group Customer Services Director		
<b>Policy Author:</b>	Head of Mechanical and Electrical Services		
<b>Approved by:</b>	Group Health & Safety Panel		
<b>Delegation Matrix Code:</b>	R087	<b>Version Number:</b>	4.00