

Overview

Purpose	The aim of this policy is to ensure the effective inspection, maintenance and management of gas systems and appliances within properties owned by the London Diocesan Fund (LDF) as well as the procedures the LDF will take to achieve this.
Scope	This Policy applies to all residential properties owned or managed by LDF as well as those managed by third party managing agents.
Effective Date	1 st November 2023.

The LDF Gas Safety Policy

Introduction The procedures detailed in this policy are to facilitate the effective management of the contractor.

The LDF aims to protect those who occupy, access, and use its properties by committing to comply with the Gas Safety (Installation and Use) Regulations 1998, industry best practice and other gas safety protocols relating to landlord and building management provisions. Gas appliances, fittings and flues can cause a serious risk to health if they are not properly installed and maintained.

The LDF has a duty to ensure all gas appliances located in LDF owned and occupied properties are tested annually for gas safety before expiry of the 12-month period. There is no legal obligation to inspect a property which is void.

The LDF intends to meet its obligations under the following legislation:

1. Legislation

- Management of Health and Safety at Work Regulations 1999
- The Gas Safety (Installation and Use) Regulations 1998 (Amended 2018)
- Repair of Benefice Buildings Measure 1972
- Ecclesiastical Offices (Terms of Service) Measure 2009

The Gas Safety (Installation and Use) Regulations 1998 was amended to give landlords the ability to carry out the annual gas safety inspection in the two months before the due date and retain the existing expiry date. This avoids landlords waiting until the last minute and not gaining access or having to shorten the annual cycle inspection to comply with the law.

2. Responsibilities

- 2.1 The Director of Housing retains overall accountability for this policy.
- 2.2 The Head of Housing is responsible for policy implementation and ensuring adequate resources are made available to meet the policy objectives.
- 2.3 The Head of Housing is responsible for ensuring the policy is reviewed and updated in line with legislation.
- 2.4 The Housing Operations Manager is responsible for ensuring delivery of the key policy objectives and for achieving the associated targets.

- 2.5 The Housing Operations Manager is responsible for overseeing the operational delivery, including the management of all contractors carrying out any works on gas appliances.
- 2.6 The Head of Housing and the Managing Agents are responsible for ensuring the contractors they use to carry out any gas safety works in an LDF property are registered with Gas Safe and have been issued with an appropriate Gas Safe ID Card, to work on gas appliance.
- 2.7 Residential Property Managers are responsible for managing agent performance and compliance.
- 2.8 The contractor is responsible for carrying out the gas safety inspection correctly and reporting any unsafe appliance to the LDF.

3. Management Systems

- 3.1 The LDF's chosen compliance management system is Fixflo which is used to manage all compliance records including gas safety inspection.
- 3.2 We will provide access to online training for our contractors and managing agents to be able to use Fixflo as a contractor so they can carry out functions which is required from them such as updating the appointment date of the next gas safety inspection.
- 3.3 We will use Fixflo to download monthly reports of all upcoming inspections in the next month and send monthly chasers to contractors where they have not booked in appointment dates with residents or sent certificates to us for the upcoming month.

4. Access

- 4.1 The process of contact for access starts 60 days prior to the current gas certificate ending. The LDF are obligated to make every effort to gain access to carry out the gas service:
 - 4.1.1 The LDF will instruct either a contractor or a managing agent for them to instruct their contractor to carry out a gas safety inspection 60 days in advance of the current certificate expiring. The instructions will be sent via Fixflo.
 - 4.1.2 The contractor will contact the occupant either by letter, phone, email, or telephone to offer an appointment date or a convenient alternative. The appointment date must not extend past a week before the certificate is due to expire. This is to ensure the

property does not become non-compliant should there be any access issues.

- 4.1.3 All communications whether face to face, written, verbal, electronic or text messaging is to be conducted in the highest professional manner as a representative of the LDF. Should the contractor wish to email or write to the customer then they must use the LDF's templated letter (appendix 1) as the initial letter.
 - 4.1.4 If there is an issue with the contact details i.e., incorrect number or a bounced email, the contractor or managing agent must inform the LDF as soon as possible for the LDF to follow up.
 - 4.1.5 If there is no response from the occupant following the initial contact from the contractor, the contractor will try again a minimum of three times over the course of 30 days. Managing agents or contractors must notify the LDF 30 days prior to the gas certificate expiring that they are having access issues.
 - 4.1.6 The LDF will then use every means available to contact the occupant including contacting the archdeacons and church wardens for the operational properties or the next of kin for the let properties.
 - 4.1.7 If after 40 days there is still no communication from the occupant, the LDF will instruct the service provider or send a staff member to the property to carry out a welfare inspection.
 - 4.1.8 If after 50 days there is still no access provided, the contractor or managing agent will issue a strongly worded warning letter (appendix 2) on failure to gain access.
- 4.2 If there is knowledge of unauthorised subletting or any other illegal activities, the LDF will act appropriately, and in accordance with legal requirements in gaining access to properties. We will consider any special needs, or vulnerability issues, before initiating legal action against an occupant.
- 5.1 The contractor is required to complete a full gas safety inspection and certification of the gas installation, including a service of the primary gas appliance.

5. Inspections

- 5.2 Records of all previous gas certificates will be retained on Fixflo.
- 5.3 Managing agents or contractors must send the completed certificates via Fixflo or via the compliance mailbox- compliance@london.anglican.org within 48 hours of it being completed with the aim of ensuring a regular information flow daily.
- 5.4 The LDF will store gas safety certificates on Fixflo and logged against the appropriate property reference. The document must be titled in the correct format Property Ref- BSGS -Date of Service e.g., 1234-G01234 BSGS 2023-01-31.
- 5.5 All gas reports must be completed in full by the contractor including full postal address of the job location.
- 5.6 Each occupant will be supplied with a copy of the gas safety certificate within 28 days of the inspection being completed.
- 5.7 If there are multiple properties in a vicarage, the contractor must complete three separate gas safety reports for each property.
- 5.8 All appliances inspected by the contractor will be listed on the gas safety record. Any problems identified will be recorded on the report.
- 5.9 For minor remedial works up to the value of £750, (which is in addition to the pre agreed cost of the boiler inspection and service) the contractor will carry this out on the same job and add the cost to the invoice.
- 5.10 Any follow-up remedial work which exceeds £750 must be reported to LDF within 24 hours.
- 5.11 Where the contractor has been unable to obtain access to undertake necessary repair work, the contractor must bring this to the attention of the LDF. The LDF will ensure that the occupant is contacted as quickly as the situation demands.
- 5.12 Where the appliance is immediately dangerous, the engineer will disconnect it from the gas supply and issue a warning label. The appliance cannot be used until the issue is rectified or the appliance replaced. Suitable advice on health and safety will be provided to the occupant in this event and reported to the LDF within four hours. Where this is not possible i.e., because the inspection was carried out late afternoon, the contractor or managing agent must report to the LDF as soon as reasonably possible.

- 5.13 Where an appliance is deemed to be at risk, the engineer will seek permission from the occupant to turn the appliance off and issue a warning label. If permission from the occupant to isolate the appliance is refused, the engineer must explain the risks to the occupant and a warning notice signed by both parties. The contractor must then contact the LDF within four hours or as soon as reasonably possible.
- 5.14 Once the gas has been isolated or capped, the LDF will make every effort to provide temporary heating and hot water provision through the contractor or managing agent.

6. Vacant Properties

- 6.1 Vacant properties are not legally required to be serviced. The gas supply, however, will at the discretion of the Head of Housing be:
- Capped off, by the contractor, until occupation or
 - Left on and continue with annual gas safety inspections.
- 6.2 All properties that are ready to let must have had a gas safety inspection carried out before the new occupants move in regardless of when the last inspection was completed.
- 6.3 When assigned contractors carry out ingoing works on a vacant property, they must also complete a gas safety inspection. On completion of the works, they must issue a copy of the certificate to the Maintenance Manager who will send this to the LDF compliance mailbox.
- 6.4 Any vacant properties which do not require an inspection would be tagged on Fixflo as being vacant.

7. Invoices

- 7.1 Invoices should be sent in a timely manner directly by email to property.invoices@london.anglican.org. Each gas safety inspection carried out within a property is to be invoiced individually (one invoice per boiler service) clearly referencing the full address of property, property & unit reference, and description of activity. Batching multiple gas safety inspection charges into a single invoice will not be accepted.

8. Monitoring and Reporting

- 8.1 LDF will carry out desktop inspections on all LGSRs to ensure they are complete and do not contain obvious errors.
- 8.2 To comply with current regulation, LDF has set a target of 100% for holding current landlord gas safety records.
- 8.3 Managing agents and contractors instructed by LDF will provide quarterly reports on the following:
- No of properties in gas programme
 - No of properties with valid LGSR
 - % with a valid LGSR
 - % without a valid LGSR
 - No of units exceeding 365 days between servicing in the past month
 - No of LGSR appointments completed on 1st attempt.
 - % of LGSR appointments completed on 1st attempt
 - % LGSR with the preserved anniversary date
 - No of units with an LGSR which has been overdue for:
 - 0-5 days
 - 6-15 days
 - 16-29 days
 - 30+ days
 - Policy Review

9. Policy Review

9. This policy and procedure will be subject to review at least every two years to ensure continued best practice and any changes to legislation and the organisation.

Appendix 1

Email/letter communication to LDF residents regarding gas safety inspection appointment

Subject: Appointment for Annual Gas Inspection

Dear....

As you will be aware, The London Diocesan Fund (LDF) have a legislative duty to ensure that an annual gas safety inspection is carried out within their domestic properties.

This is to ensure the safety of yourself, family, and neighbours. Your next gas safety inspection is due before **INSERT DATE**.

We at **INSERT CONTRACTOR NAME** have been instructed by The LDF to carry this out on their behalf. Please could you contact us to arrange a date and time suitable for you for the works to be completed.

You can contact us on **INSERT NUMBER** between the hours of 8am and 5pm Monday- Friday. Alternatively, you can reply to this email confirming your appointment.

Following the successful completion of the inspection, you will receive a copy of your certificate within 28 days by **post/email OR you** will have access to view your certificate on Fixflo (**INSERT ONE**).

Please note, you must ensure that you have adequate supply of gas and electricity on your meters to allow the inspection to be carried out. Thank you for your assistance with this and we look forward to hearing from you.

Kind Regards

CONTRACTOR DETAILS

Strongly worded letter from the LDF following no access after exhausting all avenues of contact.

Subject: Annual Gas Inspection

Dear....

Our contractor **INSERT CONTRACTOR** have been unable to contact you following several attempts to gain access to your home to carry out the annual inspection of your gas heating system (& appliances), which was last serviced on **INSERT DATE**.

The LDF is required by Health and Safety Legislation to carry out an inspection of their domestic properties which contains gas heating systems before expiry of the 12-month period of when it was last serviced.

Unless access is made available, the LDF will take the view that the gas installations may present a potential hazard to the health and safety of you and neighbours. In this instance, it may constitute a situation where we begin the process for emergency access into your home or disconnect your gas supply.

To avoid this, we strongly advise you to contact **INSERT CONTRACTOR NAME** on **CONTRACTOR NUMBER** or at **INSERT EMAIL ADDRESS** as a matter of urgency to arrange a date for your gas inspection within 7 days from this letter.

Please ensure that there is sufficient credit on your gas and electricity meters for the service to be undertaken.

If you have any questions, please do not hesitate to contact the LDF.

Yours Sincerely
London Diocesan Fund

Authority, Related Documents & Document Information

Related controlled documents
 The London Diocesan Fund Reactive Repairs Policy
 The London Diocesan Fund Electrical Safety Policy and Procedure
 The London Diocesan Fund Ingoing Works Policy

Related legislation
 Management of Health and Safety at Work Regulations 1999
 The Gas Safety (Installation and Use) Regulations 1998 (Amended 2018)
 Repair of Benefice Buildings Measure 1972
 Ecclesiastical Offices (Terms of Service) Measure 2009

Version Control Information

Version number	Issue date	Nature of amendment	Developed by	Approved by
1	11 JAN 2024		Melinda Nyoko	Dan Warner
2				

***** This document is not controlled once it has been printed *****

