



GAS SAFETY

1. INTRODUCTION

1.1 This procedure describes our arrangements for ensuring that:

- we comply with the Gas Safety (Installation & Use) Regulations 1998, (which require landlords to carry out an annual safety inspection and service of installed gas appliances, pipework and their flues), together with any subsequent amendments and related guidance such as the HSE Approved Code of Practice on compliance with the Regulations;
- the required gas safety checks are carried out as part of the management of void properties or before a mutual exchange.

1.2 It is Hanover's legal responsibility to ensure that:

- the annual inspection and service is carried out at all relevant properties within 12 months of the anniversary date;
- we hold a valid Landlord's Gas Safety Record for each relevant property, for the current year and previous year as indicated in regulation 36 (3) of the Gas Safety (Installation and Use) Regulations 1998.

It is the tenant's responsibility to provide access for the annual safety check and service as per the Scottish Secure Tenancy Agreement.

1.3 The annual service programme is carried out on our behalf by an appointed contractor who is Gas Safe registered and meets all current quality requirements.

Competent Person

1.4 All reasonable steps will be taken to ensure that all work (including safety inspections) required to be undertaken on gas appliances and fittings is carried out by a competent person, who will be Gas Safe Registered, which is overseen by the Health & Safety Executive. In addition to our normal procedures on the appointment of contractors, potential gas contractors will be required to provide evidence of Gas Safe membership, Quality Control and Quality Assurance programmes, reporting mechanisms and previous similar contracts.

- 1.5 The Building Services Manager is Hanover's internal 'competent person', responsible for liaising with external bodies in relation to gas issues and ensuring that compliance is achieved.

2. GAS SERVICING PROGRAMME - GENERAL

- 2.1 To fulfill our duties and to ensure the safety of our tenants, we operate a 10 month programme otherwise known as a MOT style programme, for the annual servicing and inspection of gas fittings, appliances and flues in our tenant's homes, i.e. we start the process for the annual gas service 2 months before the next service is due.

Capped supplies

- 2.2 Capped supplies will be checked annually in line with the anniversary/date of capping under the contract. The gas engineer will check that the cap is still secure and that there are no leaks or any other safety issues relating to the gas supply. The Landlord's Record will be completed with the relevant information.

3. ACCESS PROCEDURES

- 3.1 The gas contractor must provide their contact details on all access letters and any other correspondence to tenants in order to reschedule a visit if required.

Stage 1 – 1st Visit

- 3.2 The Gas Contractor will write to the tenant with an appointment date and approximate time at least 10 days prior to the visit. This appointment must be at least 50 days prior to the anniversary date.
- 3.3 If the service engineer cannot gain access they will post a "No Access" card stating when they called (*Appendix*). The engineer will notify the tenant on the card that a new appointment has been made and the date and time of this new appointment. This will be between 7-10 days from the "No Access" date.

If there is an entry phone system and the engineer cannot gain access to the letterbox, the contractor will send out an appointment card advising of the new appointment (*Appendix*).

The property will be noted on the daily access report sent to Hanover as a no access. We will then check the property to make sure it is not void and discuss with the development manager, if applicable. We will also send our 'Green No Access' letter to the resident (*Appendix*).

Stage 2 – 2nd Visit

- 3.4 The Stage 2 visit must be at least 40 days prior to the anniversary date.
- 3.5 If the service engineer cannot gain access they will post a "No Access" card stating when they called (*Appendix*). The engineer will notify the tenant on the

card that a new appointment has been made. This will be between 7-10 days from the “No Access” date.

If there is an entry phone system and the engineer cannot gain access to the letterbox, the contractor will send out an appointment card advising of the new appointment (*Appendix*).

The property will be noted on the daily access report sent to Hanover. We will then check the property to make sure it is not void and discuss with the development manager, if applicable. We will also send our ‘Amber No Access’ letter to the resident (*Appendix*).

Stage 3 – 3rd Visit

- 3.6 The Stage 3 visit must be at least 30 days prior to the anniversary date.
- 3.7 If the service engineer cannot gain access they will post a “No Access” card stating when they called (*Appendix*). The engineer will notify the tenant on the card that they must contact Hanover immediately to arrange a new appointment.

The property will be noted as a “Red No Access” and emailed to the PCO & Building Services Admin Team as well as being updated on the daily access report sent to Hanover. We will also send our ‘Red No Access’ letter to the resident (*Appendix*).

The PCO will contact the tenant by telephone to arrange a final visit. If there is no answer or the tenant is unwilling to arrange an appointment, the PCO will contact the HO for assistance.

The PCO will send a report of any “Red No Access” properties on a weekly basis to the relevant HO. The HO will then assist in gaining access to the property prior to any forced access.

Stage 4 – Forced Access

- 3.8 The PCO will send the Forced Access Letter to the tenant to confirm that if no access is arranged within 7 days of the date of the letter then arrangements will be made to force access to the property in order to complete the appointment by the anniversary date. (*Appendix*).

Guidelines

- 3.9 There may be occasions where staff might consider there are extenuating circumstances but we must ensure that compliance is achieved. For example, where a tenant has died, the HO should be sympathetic and explain the importance of the safety check and service to the family and seek their approval to proceed. If the service cannot go ahead on the planned date we may consider capping the supply at the meter.

3.10 During a forced access the Housing Officer will inspect the property to ascertain if the property has been abandoned or is still occupied.

Planning a forced access

3.11 The PCO will:

- set a date for a forced access visit, no later than 5 working days before the anniversary date;
- arrange for the appropriate HO or DM, a representative of Asset Management and gas engineer to attend; Where a development is master suited the master key procedure (Ref HCS26) should be consulted and where there is no master suite, the PCO will arrange a joiner to attend.
- produce a letter to the tenant confirming that the forced access will take place, 48 hours before the forced access (*Appendix*).

3.12 The HO will check if the tenant is on the 'potentially violent' register or if any other special precautions or arrangements are required, e.g. are any mental health or other support issues involved etc.

Tenant present

3.13 If the tenant is present and provides access the HO will also seek to establish the reason(s) for previous 'no accesses'. This may lead to support for the tenant being considered.

3.14 The engineer will carry out the safety check, if gas and electricity supplies are available, and complete the Landlord's Record.

If there is no gas appliances the engineer will cap the supply and ensure the property is safe. If present, the tenant will be advised they must arrange for a supply then contact our office for the supply to be reconnected, which will involve a further visit by the engineer.

Tenant not present

3.15 If the tenant is not present the HO will remain while the safety check is being carried out. If the property appears unoccupied the gas supply will be capped as for a void property. The HO will take photographs of the property condition and/or contents, and will initiate the Abandoned Properties procedure.

3.16 If the supply has previously been capped the gas engineer will check that the cap is still secure and that there are no leaks or any other safety issues relating to the gas supply, then complete the Landlord's Record.

Capping an external supply

3.17 The HO and a gas engineer will attend. If the tenant is present the HO will establish if a supply is available so the annual service may be carried out, failing which the meter will be capped. The HO will also seek to establish the

reasons for previous 'no accesses', which may lead to support for the tenant being considered.

If the tenant is not present the HO will post a note (*Appendix 10*) confirming the action taken and what the tenant should do next.

- 3.18 When a supply is again available the tenant should contact us for the meter to be uncapped. This will trigger the service to be carried out at the same time (failing which the supply will remain capped).
- 3.19 Following confirmation the service has been completed and receipt of the landlord's record, the PCO will update the new anniversary date if this falls outside of the original anniversary date, which will appear on the gas servicing report.
- 3.20 If at any stage in this procedure it is suspected that the property may no longer be occupied they will advise the appropriate Housing Officer (HO), who may initiate the Abandoned Properties procedure (Ref. HCS29).

Charging costs

- 3.20 Where costs are incurred as part of a forced access or meter capping these will be recharged to the tenant.

4. ACTION FOLLOWING THE ANNUAL SAFETY CHECK

Landlord's Record

- 4.1 Following the annual check the engineer will complete and sign a pdf version of the Landlord's Record on their hand-held PDA. The tenant, or a member of their household, if present, should also sign the Record.
- 4.2 The recorded details will be downloaded by the contractor's office staff who will:
 - e-mail the original to the PCO, normally on the next working day;
 - e-mail a copy to the tenant if they have their email address, or post a paper copy with 28 days of the visit.
- 4.3 The PCO will download emailed Records daily, saving a copy and enter the date the gas safety check was completed on the Gas Servicing Spreadsheet, either that day or no later than 1 working day following receipt. Confirmation that a safety check has been carried out will **not** be entered on the system until the relevant Record has been received.

No Gas or Electricity to complete the Landlord's Gas Safety Record

- 4.4 If the engineer finds that there is no gas or electricity available they will cap the gas supply and complete the Landlord's Gas Safety Record for a capped supply.

This will then be passed to the HO who will try to make contact and arrange for a supply to be provided so that the meter may be uncapped.

When the tenant arranges for services to be restored they must contact us to arrange for an engineer to visit, uncapped the gas supply and complete the safety check and service.

Additional work required

4.5 Where:

- additional repair work has been carried out during the visit, or
- a replacement part or other repair work is required and this needs a follow-up visit,

the engineer will note the details on the Record. They will contact Hanover prior to carrying out any further remedial works to get a works order.

4.6 From the information on the Record the PCO will forward the report of required works to the Repairs Team as a new repair request;

5. TENANTS' APPLIANCES

5.1 We will not install tenant's appliances for them. To comply with the Gas Safety Regulations however, the engineer is required to check these, at least visually, as they are a gas appliance.

5.2 If required, the engineer will note on the Landlord's Record whether the appliance is:

- a) 'at risk' – a warning notice will be attached (for other action see para. 5.3), or
- b) 'Immediately dangerous' – a statutory notice will be attached (see para. 5.3).

5.3 Where the gas engineer identifies faults which render an appliance '**at risk**' or '**immediately dangerous**' as defined by the Regulations, the engineer will take the following action:

- a) **At risk:** If the tenant agrees, the engineer will disconnect the appliance, cap the supply until it can be repaired or replaced, and attach the appropriate warning notice to the appliance with a copy attached to the Landlord's Record.

If the tenant does not agree to the disconnection, the engineer will attach the warning notice to the appliance and a copy to the Record, and advise the PCO or a colleague in the Asset Management section verbally that day.

- b) **Immediately dangerous:** If the tenant agrees, the engineer will disconnect the appliance, cap the supply until it can be repaired or

replaced, and attach the appropriate warning notice to the appliance with a copy attached to the Record.

The engineer will also;

- **immediately** advise the PCO or a Building Services Officer. (BSO)
- supply temporary heating until such times that the issue is resolved and heating restored.

6.0 AMENDING THE GAS INSPECTION SCHEDULE

Adding a property

- 6.1 A property will be added to the gas safety check database as a result of:
- a) completion of a new-build project;
 - b) installation of new gas appliances or system, e.g. converting from electric to gas heating;
 - c) installation of gas appliances as part of an approved tenant alteration.
- 6.2 The first annual safety check for any new build properties will be carried out through the Gas Servicing programme and not by the developer.

Converting heating systems

- 6.3 All proposals to convert properties from electric to gas heating - whether under a planned maintenance contract, reactive repairs or an approved tenant alteration - must be authorised by the DoAM or BSM before work commences.
- 6.4 All work to convert heating types must be carried out by the Building Services Team (BST) and following completion, the BST as appropriate will inform the PCO to ensure that the property attribute details are updated on the individual gas boiler database.

Planned maintenance contracts - initial gas safety check

- 6.5 The contractor appointed to carry out a boiler replacement or new boiler installation contract will, following the installation and satisfactory testing of each boiler, pass the details including the installation completion date to the PCO, who will ensure that the required details are added to the system.
- 6.6 We will take over responsibility for carrying out the first annual safety check, incorporating the relevant addresses into the annual programme.

[Note: Where a defects liability period applies, the contractor that installed the boiler will still be responsible for repairs during that period.]

New build contracts - initial gas safety check

- 6.7 Part of the handover procedures for the new build development includes the handover of the gas safety inspection and details of the heating to the PCO.
- 6.8 The new build contractor will be responsible for all defects during the defects liability period.

Deleting a property

- 6.9 Properties will be deleted from the annual schedule when they are sold or demolished, or if the whole gas installation, including service pipework, is removed from the property.
- 6.10 When a property is sold the HoAM will email the details including the date of sale to the Repairs Manager (RM), BSM and PCO. On the sale date all outstanding repairs orders, including any for gas safety checks, will be cancelled in accordance with current computer procedures, and the relevant contractors will be notified.

7. VOID PROPERTIES

- 7.1 Following notification of a void property by Customer Services the Repairs and Voids team will initiate the voids procedure and instruct a void gas inspection in accordance with the Gas Safety Regulations.
- 7.2 The inspecting contractor will be instructed to undertake as a minimum a gas Soundness test in accordance with the aforementioned regulations but a full gas safety check will also be acceptable:
- 7.3 A copy of the inspection certificate will be provided to the Repairs Team who will forward to the BSM/BSO for authorization to relet. A copy of the certificate will be left for the incoming tenant.

8. MUTUAL EXCHANGES

- 8.1 As part of the mutual exchange process the designated Repairs and Voids Team (RaVT) will order a gas safety check for Handover properties, to be carried out before the new tenants move in.
- 8.2 The Landlord's Record will be passed by the contractor to the RaVT who will add the required details to the system. If any repair or remedial work is required this will be ordered and followed up as described in section 4.

9.0 QUALITY CONTROL

Checking Landlord's Records

- 9.1 The contractor's Supervisor will check that each engineer has completed the relevant sections of each Record according to the Regulations, and that the Records have been signed and dated etc. as required, before passing them to

the PCO. Where required the Supervisor will follow up any errors or omissions with the relevant gas engineer.

- 9.2 If the PCO has any query or concerns about the completion of a Record they will raise this without delay with the contractor's Supervisor and, if not resolved satisfactorily, with the Supervisor's line manager.

Contractor's internal checks

- 9.3 The contractor will carry out their own quality control checks, selected at random, with a variety of checks being undertaken. The contractor will report on their internal checks at the contract review meetings, if required. Checking KGS protocol

External quality control

- 9.4 A programme of external quality control inspections will be undertaken by a specialist consultant appointed by Hanover. The PCO will supply the consultant with a selection of random addresses to carry out checks.
- 9.5 The consultant will review the quality of the safety check and any other works carried out, and will confirm with the tenant that they have received a copy of the Landlord's Record following the safety check.
- 9.6 The consultant will report on the results of each inspection programme to the PCO who will follow up any faults etc. directly with the gas safety contractor.

10. MONITORING AND REPORTING

Internal monitoring

- 10.1 The PCO will monitor progress with the annual programme on a daily basis, through the reports created from the current information on the gas safety database.
- 10.2 The BSM will also monitor progress via current reports at least weekly, meeting with the PCO as required to review overall progress and consider any specific issues, delays, no accesses etc.
- 10.3 The BSM or PCO may ask for assistance from the relevant HO or DM where there are difficulties in contacting specific tenants.

Contract review meetings

- 10.4 The PCO will hold monthly meetings with the contractor to monitor progress with the current service programme, consider quality control reports and deal with any concerns, issues etc. The meetings will normally follow a standard agenda including financial and health & safety matters.

10.5 The meetings will be minuted with copies being circulated to all present and a copy being added to the relevant contract file.

Regular access difficulties

10.6 From the information recorded about abortive calls, tenants who regularly cause access difficulties will be identified. At the start of each annual programme the contract administrator will discuss with the HO what action might be taken to encourage the tenants concerned to arrange access when first contacted.

11.0 IMPLEMENTATION & REVIEW

11.1 The Director of Asset Management is responsible for ensuring that this procedure is implemented by all concerned.

11.2 The Director of Asset Management will ensure that this procedure is reviewed at least every 3 years.

Department	Asset Management
Author	Building Service Manager
First Approved	June 2021
This Version Approved	November 2021
Approved by	Director of Asset Management
Next Review Due	November 2024

APPENDIX 1 – GREEN NO ACCESS LETTER

<Initials>

Resident
Address 1
Address 2
Town
Postcode

<Date>

Dear <Resident's Name>

Annual Gas Boiler Service and Safety Check Address

The Association has a legal obligation to maintain and service your gas central heating boiler.

To meet this requirement Kingdom Gas Services had attempted to visit your property before you had moved in. The gas boiler service is now due before <**Anniversary Date**>. I have left a message for you regarding this.

Can you please contact **Kingdom Gas Services** on **01334 650 452** to arrange a visit date.

If you have any queries please contact me on <**Telephone Number**> to discuss further.

Thank you for your co-operation in this matter.

Yours sincerely

<Name>
<Job Title>

APPENDIX 2 – AMBER NO ACCESS LETTER

<Initials>

Name
Address 1
Address 2
Town
Post Code

<Date>

Dear <Resident's Name>

Annual Gas Boiler Service and Safety Check <Address>

The Association has a legal obligation to maintain and service your gas central heating boiler.

To meet this requirement Kingdom Gas Services have been contracted and they have attempted to complete this service visit twice on the date previously given, without success. **We shall seek legal access if the next scheduled visit is not met.**

It is imperative for your own safety and well being that you provide access. An appointment has been made on <Day> <Date>. If this visit date is unsuitable, please contact Kingdom Gas Services on 01334 650 452 to rearrange.

Please note that obtaining a Landlord's Gas Safety record is a legal requirement and the consequence of not having a valid record means that the Association will be committing offences under the Gas Supply (Installation and Use) Regulations 1998 after the current record has expired.

If you have any further questions regarding this visit, please contact me directly on <Telephone Number>

Thank you for your co-operation in this matter.

Yours sincerely

<Name>
<Job Title>

APPENDIX 3 – RED NO ACCESS LETTER

<Initials>

Name
Address 1
Address 2
Town
Post Code

Date>

Dear <Resident's Name>

Annual Gas Boiler Service and Safety Check
<Address>

FINAL REMINDER NOTICE

The Association has now attempted to service your gas central heating boiler on three separate occasions without success.

As previously stated the Association has a legal obligation to ensure your gas central heating boiler has an annual service and safety check completed within 12 months of the service anniversary date, which is <DATE>.

I must emphasise again that it is imperative for your own safety and wellbeing that you provide access as soon as possible.

If you do not contact the Association within 7 days from the date of this letter in order to arrange access to carry out the above gas service, this will be deemed to be a breach of tenancy under the Scottish Secure Tenancy (SST) agreement. We will then begin actions to access the property prior to the anniversary date under the powers of the SST agreement.

You are requested to contact any member of the Association's Services staff at your earliest opportunity on <Telephone Number> in order that a new servicing date can be arranged. Alternatively, you can call **Kingdom Gas Services** direct on **01334 650 452**.

If we have not heard from you by end of <Day/Date> we shall arrange to access the property on <Day/Date>.

We look forward to hearing from you.

Yours sincerely

<Name>
<Job Title>

APPENDIX 4 – FORCED ACCESS LETTER

<Initials>

Name
Address 1
Address 2
Town
Post Code

<Date>

Dear <Resident's Name>

Annual Gas Boiler Service and Safety Check – FORCED ACCESS <Address>

After the failed attempts to obtain access to your property by our contractor, Kingdom Gas Services, and the previous final reminder to you dated <DATE>, you have still not contacted us.

Hanover Housing Association have now made arrangements to force access to your property on <DATE> in order to carry out the inspection. A Technical Inspector, Housing Officer, Joiner, Gas Engineer and Police, if necessary, will be in attendance.

We insist in the interest of safety that you contact me on 0131 557 7491 immediately, or alternatively, out with office hours please contact Kingdom Gas Services on 01334 650 452 to make access arrangements prior to the Forced Access date.

You are duty bound to provide access to your home to the Association and its agents at the above time, failure to voluntarily provide access will result in access being forced and locks may need changed.

In the event that locks are changed, new keys can be collected from the Association's offices at <ADDRESS FOR AREA>, during any working day between 9.00am and 5.00pm. You will need to provide identification to confirm that you are the tenant.

If you have a powercard meter you will be required to ensure that there is adequate gas and electricity. You will be liable for all costs associated with forcing access.

Yours sincerely

<Name>
<Job Title>

APPENDIX 5A – TENANT NOTIFICATION – LOCK CHANGE

<Initials>

Name
Address 1
Address 2
Town
Post Code

<Date>

Dear <Resident's Name>

FORCED ENTRY TO PROPERTY DUE TO NO ACCESS IN RELATION TO GAS SERVICING

After numerous failed attempts by our contractor and Hanover (Scotland) Housing Association to obtain access to your property to complete your Annual Gas Service, Hanover (Scotland) Housing Association had made arrangements to Force Access on, <DATE> to gain access to your property.

We sent you a letter to you on <DATE> detailing the date and time that the Forced Access would take place. As you were not present in your property to allow access we have had to change the locks of your property in order to gain access. You now require to contact us immediately on 0800 111 4646 within normal working hours 9am – 5pm Monday to Friday. We can then make arrangements with you to uplift the keys from the office. You will require to bring proof that you are the tenant in order to be given the keys.

You will be recharged for the cost of the forced access. The total cost will be forwarded to you once we have received the invoice from our contractor.

We require you to urgently contact your Housing Officer as soon as you receive the invoice to make arrangements to pay the debt. If you do not respond to it and do not make payment arrangements we will seek payment of the debt through our solicitors by raising legal proceeding against you. Please note that any further costs that are incurred by Hanover (Scotland) Housing Association throughout this process will also be recharged to you.

Should you require further information please contact your Housing Officer.

Yours sincerely

<Name>
<Job Title>

APPENDIX 5B – TENANT NOTIFICATION – MASTER KEY ACCESS

<Initials>

Name
Address 1
Address 2
Town
Post Code

<Date>

Dear <Resident's Name>

FORCED ENTRY TO PROPERTY DUE TO NO ACCESS IN RELATION TO GAS SERVICING

After numerous failed attempts by our contractor and Hanover (Scotland) Housing Association to obtain access to your property to complete your Annual Gas Service, Hanover (Scotland) Housing Association had made arrangements to Force Access on, <DATE> to gain access to your property.

We sent you a letter to you on <DATE> detailing the date and time that the Forced Access would take place. As you were not present in your property to allow access we have had to change the locks of your property in order to gain access.

You will be recharged for the cost of the forced access. The total cost will be forwarded to you once we have received the invoice from our contractor.

We require you to urgently contact your Housing Officer as soon as you receive the invoice to make arrangements to pay the debt. If you do not respond to it and do not make payment arrangements we will seek payment of the debt through our solicitors by raising legal proceeding against you. Please note that any further costs that are incurred by Hanover (Scotland) Housing Association throughout this process will also be recharged to you.

Should you require further information please contact your Housing Officer.

Yours sincerely

<Name>
<Job Title>

Appendix 6 – Forced Access Paperwork

6A – Forced Access Checklist

Gas Servicing - Forced Access				
Name				
Address				
People Present				
Tenant Present	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
No of Tenants Present				
Boiler and Fire Complete	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Boiler only Complete	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Fire only	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Service complete	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Unable to complete service - no credit in meter	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Gas or electric meter				
Tenant agreed to cap supply	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Tenant refuses to cap supply	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Tenant refuses access	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Was tenant:				
Aggressive:	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Threatening:	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Swearing:	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Violent:	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

AFFIDAVIT

FORCED ACCESS FOR GAS SAFETY CHECK

We the undersigned confirm that at the 'Forced Access' of {Name}, {Address}, on {Forced Access Date and Time} that access was forced and the tenant was not present in the property there was also no other person present in the property.

The Joiner forced the access to the property. The Gas Engineer and the Technical Officer entered the property and went straight to the boiler location. The Boiler was then serviced.

The Gas Engineer and the Technical Officer then located the Gas Fire. The Gas Fire was then serviced.

The Joiner and Housing Officer at the same time were at the front door changing the lock.

We furthermore confirm that at no point was any one person alone in the property. The Joiner and Housing Officer were together at all times and the Gas Engineer and the Technical Officer were together at all times.

We all then left the property together the property was then locked, secured and the tenant's notification letter was pinned to the door.

Technical Officers Signature		Date	
Housing Officers Signature		Date	
Gas Engineers Signature		Date	
Joiners Signature		Date	

For office use only

Copies to: Contract Administrator (Main File)
Technical Officer
Housing Officer

AFFIDAVIT

FORCED ACCESS FOR GAS SAFETY CHECK

We the undersigned confirm that at the 'Forced Access' of {Name}, {Address}, on {Forced Access Date and Time} that access was forced and the tenant was not present in the property there was also no other person present in the property.

The Joiner forced the access to the property.

The Gas Engineer and the Technical Officer entered the property and went straight to the boiler location. The Boiler was then serviced.

The Joiner and Housing Officer at the same time were at the front door changing the lock. We furthermore confirm that at no point was any one person alone in the property. The Joiner and Housing Officer were together at all times and the Gas Engineer and the Technical Officer were together at all times.

We all then left the property together the property was then locked, secured and the tenant's notification letter was pinned to the door.

Technical Officers Signature		Date	
Housing Officers Signature		Date	
Gas Engineers Signature		Date	
Joiners Signature		Date	

For office use only

Copies to: Contract Administrator (Main File)
Technical Officer
Housing Officer

6D - Fire Only Serviced

AFFIDAVIT

FORCED ACCESS FOR GAS SAFETY CHECK

We the undersigned confirm that at the 'Forced Access' of {Name}, {Address}, on {Forced Access Date and Time} that access was forced and the tenant was not present in the property there was also no other person present in the property.

The Joiner forced the access to the property.

The Gas Engineer and the Technical Officer entered the property and went straight to the Gas Fire location. The Gas Fire was then serviced.

The Joiner and Housing Officer at the same time were at the front door changing the lock. We furthermore confirm that at no point was any one person alone in the property. The Joiner and Housing Officer were together at all times and the Gas Engineer and the Technical Officer were together at all times.

We all then left the property together the property was then locked, secured and the tenant's notification letter was pinned to the door.

Technical Officers Signature		Date	
Housing Officers Signature		Date	
Gas Engineers Signature		Date	
Joiners Signature		Date	

For office use only

Copies to: Contract Administrator (Main File)
Technical Officer
Housing Officer

6E - Boiler and Fire Not Serviced and Gas Capped

AFFIDAVIT

FORCED ACCESS FOR GAS SAFETY CHECK

We the undersigned confirm that at the 'Forced Access' of {Name}, {Address}, on {Forced Access Date and Time} that access was forced and the tenant was not present in the property there was also no other person present in the property.

The Joiner forced the access to the property.

The Gas Engineer and the Technical Officer entered the property and went straight to the Boiler location. The Boiler was unable to be serviced as the prepaid Gas meter and/or Electric meter had no credit for the Gas Safety Check to take place.

The Gas Engineer, in the interest of safety then capped the gas supply at the meter. The Joiner and Housing Officer at the same time were at the front door changing the lock.

We furthermore confirm that at no point was any one person alone in the property. The Joiner and Housing Officer were together at all times and the Gas Engineer and the Technical Officer were together at all times.

We all then left the property together the property was then locked, secured and the tenant's notification letter was pinned to the door.

Technical Officers Signature		Date	
Housing Officers Signature		Date	
Gas Engineers Signature		Date	
Joiners Signature		Date	

For office use only

Copies to: Contract Administrator (Main File)
Technical Officer
Housing Officer

6F - Boiler Only Not Serviced and Gas Capped

AFFIDAVIT

FORCED ACCESS FOR GAS SAFETY CHECK

We the undersigned confirm that at the 'Forced Access' of {Name}, {Address}, on {Forced Access Date and Time} that access was forced and the tenant was not present in the property there was also no other person present in the property.

The Joiner forced the access to the property.

The Gas Engineer and the Technical Officer entered the property and went straight to the Boiler location. The Boiler was unable to be serviced as the prepaid Gas meter and/or Electric meter had no credit for the Gas Safety Check to take place. The Gas Engineer, in the interest of safety then capped the gas supply at the meter.

The Joiner and Housing Officer at the same time were at the front door changing the lock.

We furthermore confirm that at no point was any one person alone in the property. The Joiner and Housing Officer were together at all times and the Gas Engineer and the Technical Officer were together at all times.

We all then left the property together the property was then locked, secured and the tenant's notification letter was pinned to the door.

Technical Officers Signature		Date	
Housing Officers Signature		Date	
Gas Engineers Signature		Date	
Joiners Signature		Date	

For office use only

Copies to: Contract Administrator (Main File)
Technical Officer
Housing Officer

AFFIDAVIT

FORCED ACCESS FOR GAS SAFETY CHECK

We the undersigned confirm that at the 'Forced Access' of {Name}, {Address}, on {Forced Access Date and Time} that access was forced and the tenant was not present in the property there was also no other person present in the property.

The Joiner forced the access to the property.

The Gas Engineer and the Technical Officer entered the property and went straight to the Gas Fire location. The Gas Fire was unable to be serviced as the prepaid Gas meter and/or Electric meter had no credit for the Gas Safety Check to take place.

The Gas Engineer, in the interest of safety then capped the gas supply at the meter. The Joiner and Housing Officer at the same time were at the front door changing the lock. We furthermore confirm that at no point was any one person alone in the property.

The Joiner and Housing Officer were together at all times and the Gas Engineer and the Technical Officer were together at all times.

We all then left the property together the property was then locked, secured and the tenant's notification letter was pinned to the door.

Technical Officers Signature		Date	
Housing Officers Signature		Date	
Gas Engineers Signature		Date	
Joiners Signature		Date	

For office use only

Copies to: Contract Administrator (Main File)
Technical Officer
Housing Officer

6H - Cap Gas Supply Disclaimer

DISCLAIMER

PERMISSION FOR HANOVER (SCOTLAND) HOUSING ASSOCIATION TO ISOLATE THE GAS SUPPLY

I, {Name}, as a tenant with **Hanover (Scotland) Housing Association** at the address of {Address}, hereby authorise Hanover (Scotland) Housing Association to instruct their appointed Gas Contractor working for Hanover (Scotland) Housing Association **to isolate and cap the mains Gas supply to property detailed above.**

I accept all the liability and responsibility for this authorisation. I confirm that I am the bill payer and the account owner at the abovementioned address.

I agree that it has been explained to me, and that I understand, that I will have no means of mains heating and/or hot water until I contact Hanover (Scotland) Housing Association, after I have arranged to provide **adequate credit to the Gas and/or Electric Quantum Meters (pre-paid meter)** in order to reconnect the gas supply.

I too confirm that I have been offered temporary heating and hot water facilities.

I agree that I accept the liability and responsibility for any and all cost associated with the reinstatement of the gas supply works to the abovementioned address.

I furthermore agree that I will **not** make a future claim against Hanover (Scotland) Housing Association or Kingdom Gas Services in relation to isolation of my Gas supply at my request and authorisation.

Note: If joint tenancy both should sign

Tenant Signature		Date	
Tenant Signature		Date	
Hanover Signature		Date	

APPENDIX 7 – GAS SERVICING PROCESS

