



GAS SAFETY PROCEDURE

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1. INTRODUCTION

1.1 This procedure describes our arrangements for ensuring that:

- Hanover comply with our legal duty under 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 (ACOP) on compliance with the Regulations;
- We will take all reasonable steps to ensure that appropriate management systems are in place to ensure employees, customers and members of the public are not put at risk from the effects of gas or carbon monoxide.
- 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:

- each appliance and flue to which the duty extends is checked for safety within 12 months of being installed and at intervals of not more than 12 months since it was last checked for safety.
- we hold a valid Landlord's Gas Safety Record for each relevant property and as per regulation 36 (3) of the Gas Safety (Installation and Use) Regulations 1998. Records must be held for 2 years from the date of the safety check.
- Regulation 36 (5) of the Gas Safety (Installation and Use) Regulations 1998 states that a copy of the gas safety record certificate is given to each existant tenant within 28 days of the check being carried out.

1.3 It is the customer's responsibility to provide access for the annual safety check.

1.4 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

1.5 All reasonable steps will be taken to ensure that all work (including safety inspections) required to be undertaken on gas appliances and fittings are 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.

2. ROLES AND RESPONSIBILITIES

Repairs and Customer Safety Manager – Hanover's internal 'Competent Person,' responsible for ensuring compliance with our legal duty under the Gas Safety (Installation & Use) Regulations 1998 for gas works and annual gas safety checks. The Repairs and Customer Safety Manager will also be responsible for liaising with external bodies in relation to gas issues and works.

Customer Safety Coordinator – Responsible for ensuring compliance with our legal duty under the Gas Safety (Installation & Use) Regulations 1998 for gas works and annual gas safety checks. Carrying out auditing of the Gas Safety Check process and ensuring Hanover carries out an annual Gas Safety Check prior to the anniversary date on all gas appliances. The Customer Safety Coordinator will also collate Gas Safe Documentation from the contractors and review every 3 months or when notified from the contractor of any changes.

Customer Safety Officer - Responsible for the technical management of the contractors ensuring the contract is followed and maintenance and repairs are completed to the required frequency and in line with Gas Legislation. They will hold documented meetings with all gas contractors and escalate any concerns on quality or performance to the Customer Safety Coordinator.

Customer Safety Advisor - Responsible for ensuring compliance with our legal duty under the Gas Safety (Installation & Use) Regulations 1998 for gas works and annual gas safety checks. Carrying out the day-to-day management of the gas safety check procedure and flagging any issues with the Customer Safety Coordinator immediately. They will also be responsible for raising and monitoring remedial works.

Repairs Supervisor – Overseeing and auditing the Void Gas Check process carried out by the repairs advisor and actioning any issues raised. Supporting the Customer Safety Coordinator with any issues relating to the void checks and remedial works required.

Repairs Advisors - Responsible for instructing gas safety checks at the void stage or during an internal transfer (mutual exchange). They will ensure that the appropriate CP12 certificate is received and sent to the contracts officer for checking. Once confirmed the CP12 landlord certificate will be sent to the Customer Safety Team.

Admin Assistant – Providing support to the Customer Safety Advisor as required. Including assisting with data and certification storage, customer communication and letter management.

Housing Officer - Assisting with access to properties at various stages of the gas safety check process to ensure the annual gas safety check is carried out before the anniversary date including being present at forced accesses as required.

Manager on the Development – Assisting with access to properties at various stages of the gas safety check process to ensure the annual gas safety check is carried out before the anniversary date.

Contractor – Responsible for delivery of the gas safety check programme and raising any concerns which may impact it at the earliest opportunity. They also must ensure that all Gas Works are carried out in line with gas legislation and all engineers are trained to the required level and Gas Safe Registered.

3. GAS SERVICING PROGRAMME - GENERAL

- 3.1 To fulfil our duties and to ensure the safety of our customers, we operate a 10-month programme for the annual servicing and inspection of gas fittings, appliances, and flues in our customers' homes and on our commercial plant equipment, i.e., we start the process for the annual gas service 2 months before the anniversary date.
- 3.2 Contractors will be issued a works order 2 months in advance by the customer safety advisor or customer safety coordinator.
- 3.3 Contractors will update the contractor's portal timeously to ensure data is kept up to date.

Capped supplies

- 3.4 Capped supplies will be checked annually and before the anniversary date of capping. 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 certificate (CP12) will be completed with the appropriate paperwork provided.

4. ACCESS PROCEDURES

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

Stage 1 – 1st Visit

- 4.2 The Gas Contractor will write to the customer with an appointment date and AM/PM appointment at least 10 days prior to the visit. (Letter 1 – Appendix 1) This appointment must be at least 2 months or 8 weeks (whichever is sooner) prior to the anniversary date.

The Contractor will provide a report of all arranged service visits by end of play each Tuesday for the Customer Safety Advisor or Admin Assistant to send to the Development employees to assist with access. The Customer Safety Advisor or Customer Safety Coordinator will check if any of the properties are void and discuss with the manager on the development as required.

- 4.3 If the service engineer cannot gain access, they will post a "No Access" card stating when they called. The engineer will notify the customer on the card that a new appointment has been made and the date and time of this new appointment. This will be at least 6 weeks prior to the anniversary date.

If there is an entry phone system and the engineer cannot gain access to the letterbox, the contractor will send out an appointment letter advising of the new appointment date and time.

The property will be noted on the daily access report sent to Hanover as a 1st no access. The Contractor will also send the 'Amber No Access' letter to the customer (Letter 2 – Appendix 2).

Stage 2 – 2nd Visit

- 4.4 The Stage 2 visit must be at least 6 weeks prior to the anniversary date.

The Contractor will provide a report of all arranged service visits by end of play Tuesday for the following weeks visits. The Customer Safety Advisor or Admin Assistant will send to the Developments to assist with access. The Customer Safety Advisor or Customer Safety Coordinator will check if any of the properties are void and discuss with the development manager as required.

- 4.5 If the service engineer cannot gain access, they will post a “No Access” card stating when they called.

If there is an entry phone system and the engineer cannot gain access to the letterbox, the contractor will send out an appointment letter advising of the no access.

The property will be noted on the daily access report sent to Hanover clearly stating a 2nd no access.

The property will be noted as a “Red No Access” and emailed to the Customer Safety advisor and Customer Safety Coordinator as well as being updated on the daily access report sent to Hanover.

The Customer Safety Advisor or Admin Assistant will contact the customer by telephone to arrange a final visit. If there is no answer or the customer is unwilling to arrange an appointment, the Customer Safety Advisor or Admin Assistant will contact the Housing Officer or Manager on the Development for assistance.

The Customer Safety Advisor or Customer Safety Coordinator 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.

If access cannot be arranged, then the Red No Access Letter should be issued by the Customer Safety Advisor or Admin Assistant and date agreed with the contractor at least 4 weeks prior to the anniversary date.

Stage 3 – 3rd Visit

- 4.6 The Stage 3 visit must be at least 4 weeks prior to the anniversary date.

The Contractor will provide a report of all arranged works by end of play Tuesday for the following week for the Customer Safety Advisor or Customer Safety Coordinator to send to the Manager on the Development and Housing Officer to assist with access update.

- 4.7 If the service engineer cannot gain access, they will post a “No Access” card stating when they called. The engineer will notify the customer on the card that they must contact Hanover immediately to arrange a new appointment.

An update on the final no access will be provided within 24 hours to the Customer Safety Advisor and Customer Safety Coordinator. They will contact Housing to begin the planning of a force access phase.

Stage 4 – Forced Access

Guidelines

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

Difficulties however can arise where a customer either refuses to allow access or does not respond to Hanover's request to allow access to the property.

If a customer doesn't respond to Hanover's attempts to access the property on the first 3 visits then a force access should be arranged and section 4.10 onwards should be followed.

If a customer refuses access during visits 1-3, we will still continue with the letter progression process as this will be required as evidence for repeated attempts to arrange and carry out the gas safety check. It may be necessary to consider obtaining a court order to obtain access to the property. If access is forced after a customer direct refusal without a court order then Hanover may be left exposed to a court action from a customer for unlawful access to their property.

A court order is obtained by making a summary application to the court and will generally be granted providing good cause can be shown and there are no exceptional circumstances. It may also be possible to request that the action calls in court at an earlier date than usual by seeking a shortened period of notice. Once again good cause must be shown e.g. in order for the annual gas safety check to be carried out.

If the Housing Officer considers that a customer will refuse access at this final stage, eg because of a known history of refusal, or has refused access at an earlier stage in the process, the Head of Housing must be notified as soon as possible, preferably at Stage 2 so that court action can be started to allow access before the date required to carry out the safety check. It's worth noting that any court order application may however be refused if Hanover can't demonstrate repeated attempts to gain access, e.g 4 letter process.

- 4.9 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

- 4.10 Assuming that no court action is required, the Customer Safety Advisor or Customer Safety Coordinator will:
- set a date for a forced access visit, no later than 5 working days before the anniversary date;
 - arrange for the appropriate Housing Officer or Development Manager, a representative of Asset Management and gas engineer to attend. Where a

development is master suited the Keys on Developments Procedure should be consulted and where there is no master suite, the Customer Safety Advisor will arrange a joiner to attend.

- produce a letter to the customer confirming that the forced access will take place, 7 days before the forced access (*Appendix 4*).

4.12 The Housing Officer will check if the customer is flagged on the system for ASB or “travel in pairs” or if any other special precautions or arrangements are required, e.g., are any mental health or other support issues involved etc.

Customer present

4.13 If the customer 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 customer being considered.

4.14 The engineer will carry out the safety check, if gas and electricity supplies are available, and complete the Landlord’s CP12 certificate. The Asset Management representative should take a copy or photo of the certificate as evidence in the case that the paperwork is misplaced.

If there is no gas supply the engineer will cap the supply and ensure the property is safe. The customer 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 and possibly a recharge to the customer.

Customer not present

4.15 If the customer is not present the Housing Officer 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 Housing Officer will take photographs of the property condition and/or contents and will initiate the Abandoned Properties procedure.

4.16 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 certificate.

Capping an external supply

4.17 The Housing Officer and a Gas Engineer will attend. If the customer is present the Gas Engineer will establish if a supply is available so the annual service may be carried out, failing which the meter will be capped. The Housing Officer will seek to establish the reasons for previous ‘no accesses,’ which may lead to support for the customer being considered.

If the customer is not present the Housing Officer will post a note (*Appendix 5a or 5b*) confirming the action taken and what the customer should do next.

4.18 When a supply is again available the customer should contact Hanover for the meter to be uncapped. This will trigger the uncap and safety check to be carried out at the same time (failing which the supply will remain capped).

- 4.19 Following confirmation that the service has been completed and receipt of the landlord's CP12 certificate, the Customer Safety Advisor or Customer Safety Coordinator will update the new anniversary date on the Gas inspection register.
- 4.20 If at any stage in this procedure it is suspected that the property may no longer be occupied the Customer Safety Coordinator will advise the appropriate Housing Officer, who may initiate the Abandoned Properties procedure (Ref. HCS29).
- 4.21 If the gas is capped, a follow up letter (Appendix 8) is sent at the 1 month point by Housing asking for the tenant to get in touch to discuss the case and arrange for the meter to be uncapped and gas safety check carried out successfully.
- 4.22 Any cases where Hanover employees feel that action has been taken due to financial hardship should be referred to Housing for additional support.

Recharges

- 4.23 Where costs are incurred as part of a forced access or meter capping these will be recharged to the customer and the recharge procedure should be followed.

5 ACTION FOLLOWING THE ANNUAL SAFETY CHECK

Landlord's Certificate (CP12)

- 5.1 Following the annual check, the engineer will complete and sign a pdf version of the Landlord's certificate on their hand-held PDA or paper pad. The customer, or a member of their household if present, should also sign the Record.
- 5.2 The contractor will carry out the following after the service visit is complete:
- e-mail the original to the Customer Safety Team, normally on the next working day;
 - e-mail a copy to the customer if they have their email address or post a paper copy with 28 days of the visit.
- 5.3 The Customer Safety Coordinator or Customer Safety Advisor will download the emailed landlord certificates daily, saving a copy and entering the date the gas safety check was completed on the Gas inspection register 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 certificate has been received. The anniversary date should be input 12 months from the date the safety check was carried out.

A copy of the CP12 landlord certificate will be stored under the development on the Hub allowing easy access for all Hanover employees with a back up copy stored on the F Drive.

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

- 5.4 If the engineer finds that there is no gas or electricity available, they will cap the gas supply and complete the Landlord's certificate (CP12) for a capped supply. The

Capped Supply outcome letter (Appendix 7) should be left on site to provide instruction to the customer about getting the supply reinstated.

This will then be passed to the Housing Officer by the Customer Safety Advisor or Admin Assistant who will try to make contact and arrange for a supply to be provided so that the meter may be uncapped.

When the customer arranges for services to be restored, they must contact the Customer Safety Team to arrange for an engineer to visit, uncap the gas supply and complete the safety check and service.

The date the property was capped will become the new anniversary date until the gas is uncapped. Any capped properties should be marked on the Gas Inspection Register as Capped. This should only be removed when the Gas is uncapped.

Additional work required

5.5 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 landlord certificate (CP12). The contractor can carry out remedial works up to a value of £150 without prior authorisation. The Contractor will contact the Customer Safety Advisor or Customer Safety Coordinator prior to carrying out any further remedial works above £150 to get authorisation. From the information on the certificate or verbal conversation the Customer Safety Advisor or Customer Safety Coordinator will raise the works order in Open Housing and email directly to the contractor. Boiler replacements require the authorisation from the Repairs and Customer Safety Manager or Planned Maintenance Manager.

Any Technical advice required should be sought from the Customer Safety Officer.

5.6 The Customer Safety Coordinator will carry out spot checks on landlord certificates (CP12) paperwork on a weekly basis to ensure additional works have been actioned. This should be a minimum of 25%. Any works which have not been raised should be actioned immediately and the number of quality assurance checks increased to 100% until 100% compliance is achieved.

5.7 A weekly report should be run containing the Gas Safety remedial works by the Customer Safety Coordinator and immediate action taken to complete actions.

6 CUSTOMERS' APPLIANCES

6.1 We will not install customers' appliances for them. To comply with the Gas Safety Regulations however, the engineer will carry out a visual inspection only and update the relevant landlord certificate (CP12).

- 6.2 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. 6.3), or
 - b) 'Immediately dangerous' – a statutory notice will be attached (see para. 6.3).

6.3 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:** 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 customer 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 Customer Safety Advisor and Customer Safety Coordinator immediately. The Customer Safety Coordinator or Customer Safety Advisor should make contact with the customer immediately to explain the situation and the need to make safe. If this fails, then contact should be made with the Housing Officer or Manager on the Development.

- b) **Immediately dangerous:** 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 Customer Safety Team and Repairs and Customer Safety Manager.
- supply temporary heating until such times that the issue is resolved and heating restored.

7. AMENDING THE GAS INSPECTION REGISTER

Adding a property

7.1 A property will be added to the gas inspection register 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 customer alteration.
- d) purchase or transfer of a property

7.2 The first annual safety check for any new build properties will be carried out through the Gas Servicing programme and not by the developer. The developer will provide the Gas installation certificate at hand over of property.

Converting heating systems

- 7.3 All proposals to convert properties from electric to gas heating, whether under a planned maintenance contract, reactive repairs or an approved customer alteration must be authorised by the Planned Maintenance Manager before work commences.
- 7.4 All work to convert heating types must be carried out by the Planned Maintenance Team (PMT) and following completion, the PMT as appropriate will inform the Customer Safety Advisor or Customer Safety Coordinator to ensure that the property attribute details are updated on the gas inspection register and provide a copy of the Gas Installation certificate. The new anniversary date will be the date the new system was installed and commissioned. The Boiler make, model, and install date should also be added. This should be added by the Customer Safety Advisor or Building Services Admin. The Gas Installation Certificate should be added to the Hub under the development.

Planned maintenance contracts - initial gas safety check

- 7.5 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 and copy of the Gas Installation Certificate to the Customer Safety Advisor or Customer Safety Coordinator, who will ensure that the required details are added to the gas inspection register. The new anniversary date will be the date the new system was installed and commissioned. The Boiler make, model, and install date should also be added. An update should be provided to the contractor to add to the gas safety check programme.
- 7.6 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

- 7.7 Part of the handover procedures for the new build development includes the handover of the gas installation certificate and details of the heating to the Customer Safety Advisor and Customer Safety Coordinator. The New Build Team will send the Handover Form alongside the link to the appropriate paperwork, and this should be added to the Gas inspection register. The new anniversary date will be the date the new system was installed and commissioned. The Boiler make and model should also be added.
- 7.8 The new build contractor will be responsible for all defects during the defect's liability period.

Deleting a property

- 7.9 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.

- 7.10 When a property is sold the details including the date of sale will be sent to the Customer Safety Coordinator by colleagues in Finance. Authorisation should be confirmed with the Repairs and Customer Safety Manager prior to deleting the property. 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.

The Customer Safety Coordinator will liaise with the repair's supervisor on the cancellation of works orders as required.

8 VOID PROPERTIES

- 8.1 Following notification of a void property by Customer Services, the Repairs and Voids team will initiate the voids procedure and instruct a gas safety check (CP12) in accordance with the Gas Safety Regulations. A CP4 certificate wont be accepted during the void period.
- 8.2 The inspecting contractor will be instructed to undertake a Gas Safety Check at the property as soon as possible after the property becomes void. In the event access to the property is restricted due to condition or legal matters, the gas should be capped.
- 8.3 A copy of the landlord certificate will be provided to the Repairs Team by the contractor who will progress with completing the void works.
- 8.4 The Repairs Team will forward a copy of the landlord certificate to the Customer Safety Advisor and admin assistant to update the Gas Inspection Register.

9 MUTUAL EXCHANGES

- 9.1 As part of the mutual exchange process the designated Repairs and Voids Team (RaVT) will order a gas safety check for Hanover properties, to be carried out before the new customers move in.
- 9.2 The Landlord's Record will be passed by the contractor to the RaVT who will forward the CP12 Paperwork onto the Customer Safety Advisor and Admin Assistant. The Customer Safety Advisor and will then update the Gas Inspection Register. If any repair or remedial work is required, this will be ordered and followed up as described in section 4.

10. QUALITY CONTROL

Checking Landlord's Records

- 10.1 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 Customer Safety Advisor and Customer Safety Coordinator. Where required the Supervisor will follow up any errors or omissions with the relevant gas engineer.

- 10.2 If the Customer Safety Advisor or Customer Safety Coordinator has any query or concerns about the completion of a Record, they will raise this without delay to a Customer Safety Officer. In the event the Customer Safety Officer cannot assist, the Customer Safety Coordinator should raise with the contractor.

Contractor's internal checks

- 10.3 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 when required.

External quality control

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

Contractor Management

- 10.7 The Customer Safety Coordinator will check that the contractors' engineers are Gas Safe registered prior to carrying out any works. The contractor will supply a list of engineers to be checked at the start of the contract and will update the list if any new engineers carry out works. This is to ensure the engineers are registered to carry out the works safely. The Customer Safety Coordinator will carry out a check to the list quarterly.

11. MONITORING AND REPORTING

Key and Operational Performance Indicators (KPIs and OPIs)

- 11.1 OPIs - The Customer Safety Advisor will monitor weekly progress with all contractors for all programmes of work, logging completed works, reviewing evidence of completions and updating the Gas Inspection register for:
- The domestic gas inspection (LGSR) programme
 - The commercial gas inspection (LGSR) programme
 - Appliances & meters capped off
 - Monthly reporting will be produced by the Customer Safety Coordinator for the Repairs and Customer Safety Manager for all gas inspection programmes listed above which will be reviewed. Any issues experienced

within the month, preventing work from being achieved within target date, will have reasons reviewed so that an appropriate commentary can be applied when OPI data is being compiled.

11.2 Key Performance Indicators (KPIs) - The Repairs and Customer Safety Manager (R&CSM) will agree the KPIs required by SMT, ELT and Audit, Performance and Risk Committee (APR). The OPI data will be used to populate the KPI requirements for these stakeholder groups and will apply commentary determining compliance within target date and any reasons for not achieving compliance. Core KPIs are set out below, which can be added to with authorisation from the R&CSM:

- Total number of commercial gas systems requiring an LGSR
- Total number of domestic properties requiring an LGSR
- Number of commercial gas systems with a valid LGSR within annual anniversary date and number that have passed the anniversary date without a new certificate
- Number of domestic properties with a valid LGSR within annual anniversary date and number that have passed the anniversary date without a new certificate
- Number of capped meters
- Number of capped appliances

Internal monitoring and reviews

11.3 Green and Amber Stages Report - The Customer Safety Advisor will monitor progress with the annual programme daily relating to Green and Amber access attempts. The internal Hanover Gas inspection register will be used and cross referenced with the contractor programme register. Any discrepancies between the reports should be immediately actioned with the contractor and risks highlighted to the Customer Safety Coordinator.

11.4 Red Stage Report - The Customer Safety Coordinator will monitor progress with the annual programme daily relating to red access attempts. The internal Hanover Gas inspection register will be used and cross referenced with the contractor programme register. Any discrepancies between the reports should be immediately actioned with the contractor and risks highlight to Repairs and Customer Safety Manager.

11.5 Remedial Works Report – The remedial works report should be run weekly by the Customer Safety Advisor or Customer Safety Coordinator. Any works which have not been marked complete should be investigated and either action taken to complete, or system updated.

11.6 Remedial Works Audit – The Customer Safety Coordinator will check 25% of landlord certificates (CP12) to ensure remedial actions are raised and complete. Any issues will see an increase to 100% audit.

- 11.7 Contractor Daily Completion Update – The contractor will provide a daily report on completions from the previous day to the Customer Safety Advisor and Customer Safety Coordinator. Once the landlord certificate is received the Gas Inspection Register can be updated with new anniversary date.
- 11.8 Contractor Daily No Access Update – The contractor will provide a daily no access report to the Customer Safety Advisor and Customer Safety Coordinator. The Customer Safety Advisor and Customer Safety Coordinator will manage the no access properties as per the gas safety procedure.
- 11.9 Appointment Date Report – The Customer Safety Advisor and Customer Safety Coordinator will provide the Green, Amber and Red appointments to the Housing Officer and Development Manager on a weekly basis to assist with access.
- 11.10 Gas Inspection Report – This the central spreadsheet which contains all the heating assets including anniversary dates. This is used to manage the programme.

Contract review meetings

- 11.11 The Customer Safety Coordinator will hold monthly meetings with the gas contractors to monitor progress with the current safety check 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.
- 11.12 The meetings will be minuted with copies being circulated to all present and a copy being added to the relevant contract file.
- 11.13 Any change to the contractor will require the contractor to attend a prestart meeting and provide necessary gas safe details for the company and engineers.

Regular access difficulties

- 11.14 From the information recorded about abortive calls, customers 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 customers concerned to arrange access when first contacted.

Internal Auditing

- 11.15 The Customer Safety Coordinator will carry out a monthly check to the gas inspection register by cross referencing the individual boiler property address on Capita Open Housing Report and the Contracts Master List to ensure that any deletions or input errors are found and corrected.
- 11.16 The Repairs and Customer Safety Manager will carry out a monthly audit of the gas inspection register alongside landlord certificate spot checks with anniversary date.
- 11.17 The Health, Safety and Wellbeing Manager will carry out a minimum of quarterly checks of the gas inspection register alongside landlord certificate spot checks and report any findings to the Repairs and Customer Safety Manager.

12. DEALING WITH UNSAFE SITUATIONS

- 12.1 Contractors should manage unsafe situations in line with Section 6 of the IGEM Gas Industry Unsafe Situations Procedure.
- 12.2 Both Immediately Dangerous and At-Risk cases should be reported immediately to the Customer Safety Coordinator and Repairs & Customer Safety Manager by the contractor with the action taken. The Paperwork should follow within 24 hours of the incident.
- 12.3 The Customer Safety Coordinator will update the development of any remedial action taken or required.

13. RIDDOR

- 13.1 Contractors should manage RIDDOR cases in line with Section 8 of the IGEM Gas Industry Unsafe Situations Procedure – RIDDOR, unsafe gas work and theft of gas reporting.
- 13.2 A report should be provided by the contractor of the incident alongside recommended actions to the Customer Safety Coordinator and Repairs and Customer Safety Manager on completion of the investigation

14. TRAINING

14.1 Legislation

The legislation that is applicable is section 2 and 3 of the Health & Safety at Work Act 1974:

- General duties of employers to their employees. Section 2 (c) the provision of such information, instruction, training, and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work of their employees;
- General duties of employers and self-employed to persons other than their employees. Section 3 (1) It shall be the duty of every employer to conduct their undertaking in such a way as to ensure, so far as is reasonably practicable, that persons not in their employment who may be affected thereby are not thereby exposed to risks to their health or safety.

14.2 Regulatory

The Regulation applicable is The Gas Safety (Installation and Use) Regulations 1998 (GSIUR):

- Regulation 36 of the GSIUR requires landlords to ensure gas appliances and flues in their customers' homes are safe to use.
- The requirement for an annual check and any maintenance resulting from this check.

- Landlords should also have an effective management system in place to deal with any emergency issues raised about this gas equipment by their customers or others.

14.3 Best Practice *

14.3.1 Ensure employees are competent when communicating with customers and have the knowledge to appropriately triage and correctly identify the nature of the problem reported.

14.3.2 Failure to appropriately triage and correctly identify the nature of the problem reported could result in a customer being injured or killed in their home as well as putting neighbours and members of the public at risk.

14.3.3 Front-line call handlers have a vital role to play in keeping customers, and others, safe.

14.4 Summary of Section 3 HSWA 1974 and Best Practice

14.4.1 Employees should be provided with suitable and sufficient information, instruction, and training to enable them to understand the risks in regard to gas appliance faults, to make suitable and sufficient enquiries during call handling and to enable them to take the correct remedial action.

14.5 Training Required

The Repairs and Customer Safety Manager is the named competent person within Hanover and is responsible for the development of systems and processes to provide a robust, effective, and efficient compliance methodology to ensure compliance is met by Hanover and the safety of our customers is maintained at all times. The training course the Repairs and Customer Safety Manager will require to obtain is CORGI Level 4 VRQ Certificate in Gas Safety Management in Social Housing.

The Head of Asset Management & Sustainability, Customer Safety Co-ordinator and the Health, Safety and Wellbeing Manager is required to have a clear understanding of the Gas Safe Policy and Procedure and will also be auditing the Gas Safe Management system and complete a CORGI Level 2 VRQ L2 Gas & Combustion Safety in Social Housing training course.

14.6 Employees receiving Repairs

To ensure competency, understanding and how to appropriately triage and correctly identify the nature of the problem reported the Repairs team will have to complete the following:

- Read, understand, and sign acknowledgement of Hanover's Gas Safe Policy, Procedure, and the Gas Escape emergency procedure
- Attend and gain the certificate for L2 Gas & Combustion Safety in Social Housing training course. Refresher training is required every 5 years.

14.7 Employees receiving Emergencies calls

To ensure competency, understanding and how to appropriately triage and correctly identify the nature of the problem reported the Repairs team, Telecare staff, Managers on Developments will have to complete the following:

- Read, understand, and sign acknowledgement of Hanover’s Gas Safe Policy, Procedure, and the Gas Escape emergency procedure. The Repairs and Customer Safety Manager must be informed of the gas related incident in the normal reporting method.

14.8 Employees involved in Repairs/ Remedial work

The Building Services Officers, Contracts Officers, Customer Safety Advisor & Customer Safety Co-ordinator will be required to complete the training and have the knowledge and understanding as stated in 14.2

The Building Services Officers, Contracts Officers, Customer Safety Advisor & Customer Safety Co-ordinator are fully conversant on how to manage/ address remedial works/ repairs highlighted during annual test and inspections, noted on the CP12 or in an emergency situation.

14.9 Servicing

The Customer Safety Co-ordinator & Customer Safety Advisor is fully conversant with the Gas Safe Management system and the scheduling of the annual gas safety check and gas service on gas appliances within the 12-month anniversary of the previous gas safety check and gas service.

Development based employees are aware of the importance of the requirement to have all gas appliances serviced every 12 months.

Job Role	Briefing on Hanover Policy, Procedure & Emergency procedure	L2 Gas & Combustion Safety in Social Housing training course	CORGI Level 4 VRQ Certificate in Gas Safety Management in Social Housing
Repairs employees	X	X	
Telecare and Development employees	X		
Contract Officers & Customer Safety Advisor	X		
Head of Asset Management & Sustainability, Customer Safety Co-ordinator & Health, Safety & Wellbeing Manager	X	X	

Repairs and Customer Safety Manager	X	X	X
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15. GAS EMERGENCY GUIDANCE (GAS ESCAPES)

15.1 Guidance on how to deal with Gas Escape emergencies can be found on the link below

[Gas and Electrical Safety in Your Home – Hanover Scotland](#)

15.2 Gas safety procedure for repairs & Telecare staff

Reactive Repairs and Emergencies – advice and warning signs

Scenario 1

Customer reports poor condition or operation of the gas appliance in their home.

The call handler should respond with the following question set: -

- Is there a smell of gas in the property? If yes, the gas leak procedure highlighted below in red will apply immediately.
- Is the customer suffering from the effects of Carbon monoxide exposure (headaches, dizziness, vomiting and confusion)? If yes, the CO procedure below in red must apply immediately.
- If the answer to the above is no in both cases and if possible, can the customer confirm that any visible flames on the appliance are crisp and blue. If the customer confirms that the flames are yellow or orange the call handler should advise against using the appliance immediately and generate a repair request with the nominated gas safe contractor before further use.
- Does the appliance have any signs of staining, sooting or discolouration at or around the appliance? If the customer confirms this to be the case this could be a sign of carbon monoxide spillage. The call handler should advise against using the appliance immediately and generate a repair request with the nominated gas safe contractor before further use.
- Are air ventilation grills in the floors or walls obstructed? If the customer confirms this to be the case the call handler should advise that any covers or blockages be removed with immediate effect.

Scenario 2 - Gas Leaks

Should a customer phone with a report of a gas leak call handlers should take the following action: -

PROCEDURE TO FOLLOW WHEN CUSTOMER CALLS CONFIRMING GAS LEAK/SMELL OF GAS

- Ask the customer/employee to open all doors and windows
- Inform them not to use any electrical equipment (including light switches) or naked flames and do not smoke.
- Turn off the gas at the emergency control valve by the gas meter and make sure any gas appliances are turned off.
- Call National Gas emergency number immediately on 0800 111 999
- Call Hanover's nominated contractor.

SGN have a statutory duty to attend gas escapes reported to them within two hours of receipt. Gas escapes may occur within individual properties or commercial plant rooms

SGN will normally shut down the gas supply to an individual property or plant room where a leak is found and will not carry out any further works. At this point our nominated gas safe contractor should be notified by the call handler and asked to attend.

The nominated gas safe contractor will determine the cause of the leak and where repairs cannot be readily made the appliance will remain switched off.

Where the appliance is for heating and hot water provision, the contractor will be asked to provide temporary heating. Please refer to the temporary heating register on the Hub for the location of portable heaters. Alternatively ask the contractor to provide these if there are none located close by.

When the call handler suspects an unsafe appliance or situation may be prevalent and the contractor is unable to gain access, they must bring the situation to the attention of the Customer Safety Team immediately. Hanover will ensure that the customer is contacted as quickly as the situation demands and that the housing team are notified to assist with access.

Scenario 3 CO Detector activation

Should a customer report a CO detector activation or receive activation notification directly from a call through the warden call system, calls handlers should take the following action: -

PROCEDURE TO FOLLOW FOR CO DETECTOR ACTIVATION

- Open all windows and doors immediately to reduce concentration of CO.
- Turn off and stop using all appliances you suspect could be causing the leak
- All persons to leave the property leaving all windows and doors open.
- Should anyone have effects of CO poisoning advise them to seek medical advice immediately
- Call national gas emergency number immediately on 0800 111 999
- Call Hanover's nominated contractor,

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: -

- The engineer will disconnect the appliance, cap, or turn off the supply to the appliance 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.
- As part of the comprehensive contract the contractor will undertake a suitable repair or if this is not possible provide temporary heating.
- Should the contractor identify a problem with the customer’s own appliance, such as a heater they will notify the call handler who will subsequently advise the customer of their obligation to organise a repair and for the equipment not to be used with immediate effect. This must be recorded.

Scenario 4 contractor failure

Hanover will ensure that contractual arrangements are in place with an experienced gas safe registered contractor for the maintenance and repair of all gas appliances.

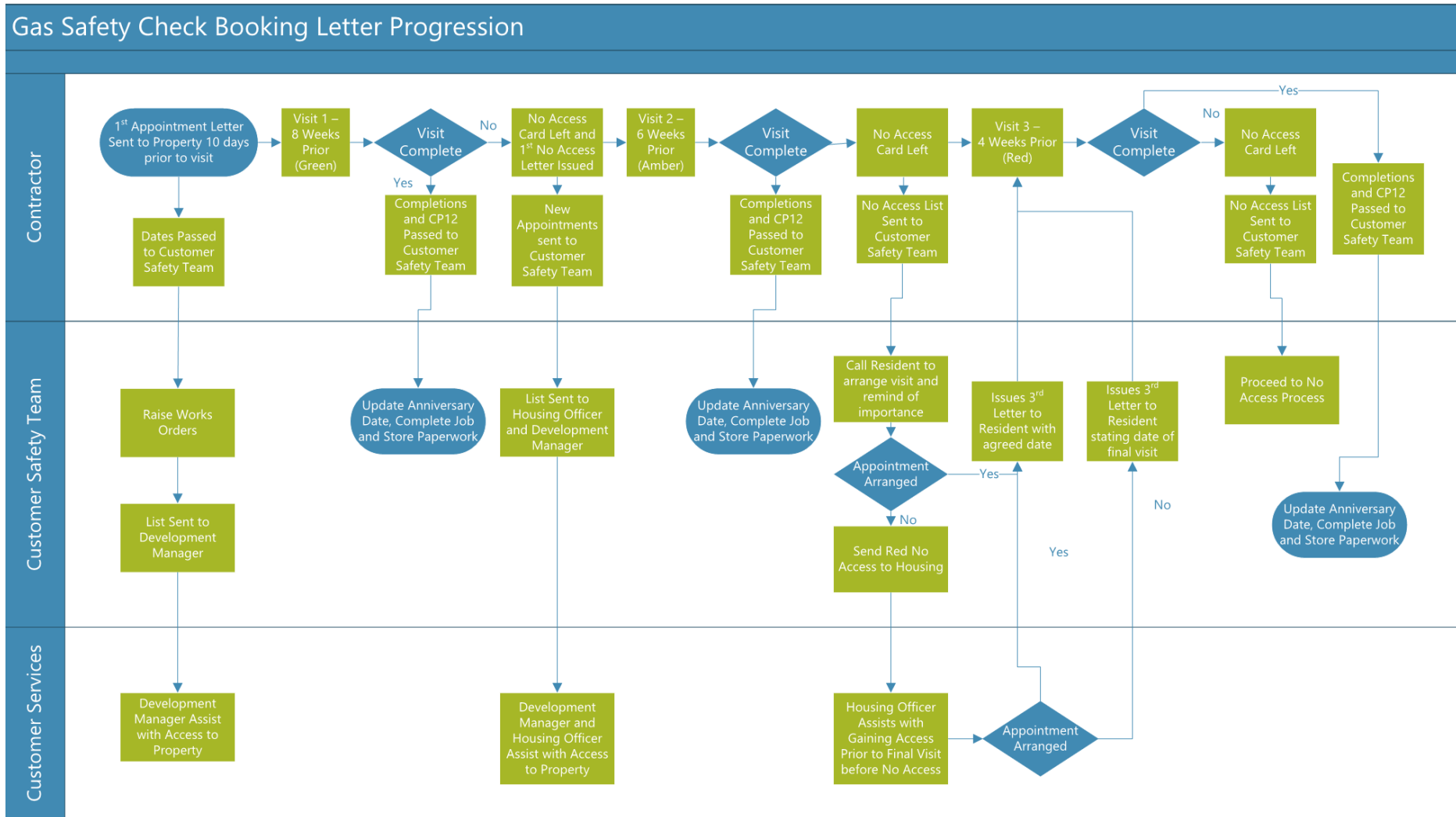
If for any reason the nominated contractor cannot attend and an alternative contractor has to be sought the call handler should engage the services of an alternative contractor who must be Gas Safe Registered. Alternative gas safe registered contractors can be identified by visiting www.gassaferegister.co.uk where contractors can be identified for the specific area in question.

16. IMPLEMENTATION & REVIEW

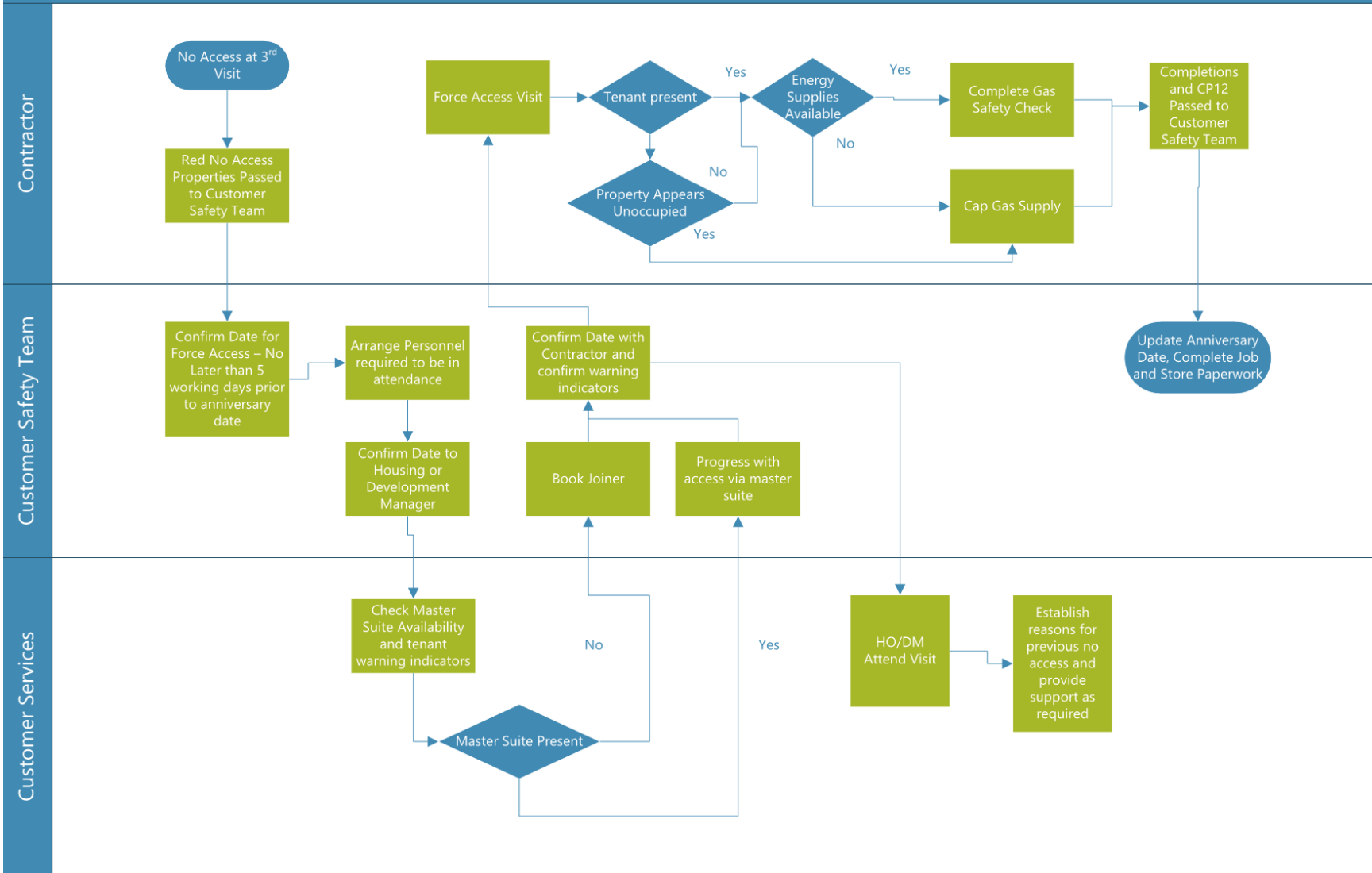
- 16.1 The Director of Asset Management is responsible for ensuring that this procedure is implemented by all concerned.
- 16.2 The Director of Asset Management will ensure that this procedure is reviewed annually.

Department	Asset Management
Author	Repairs and Customer Safety Manager
First Approved	June 2021
This Version Approved	01/07/2023
Approved by	Head of Asset Management
Next Review Due	01/07/2024

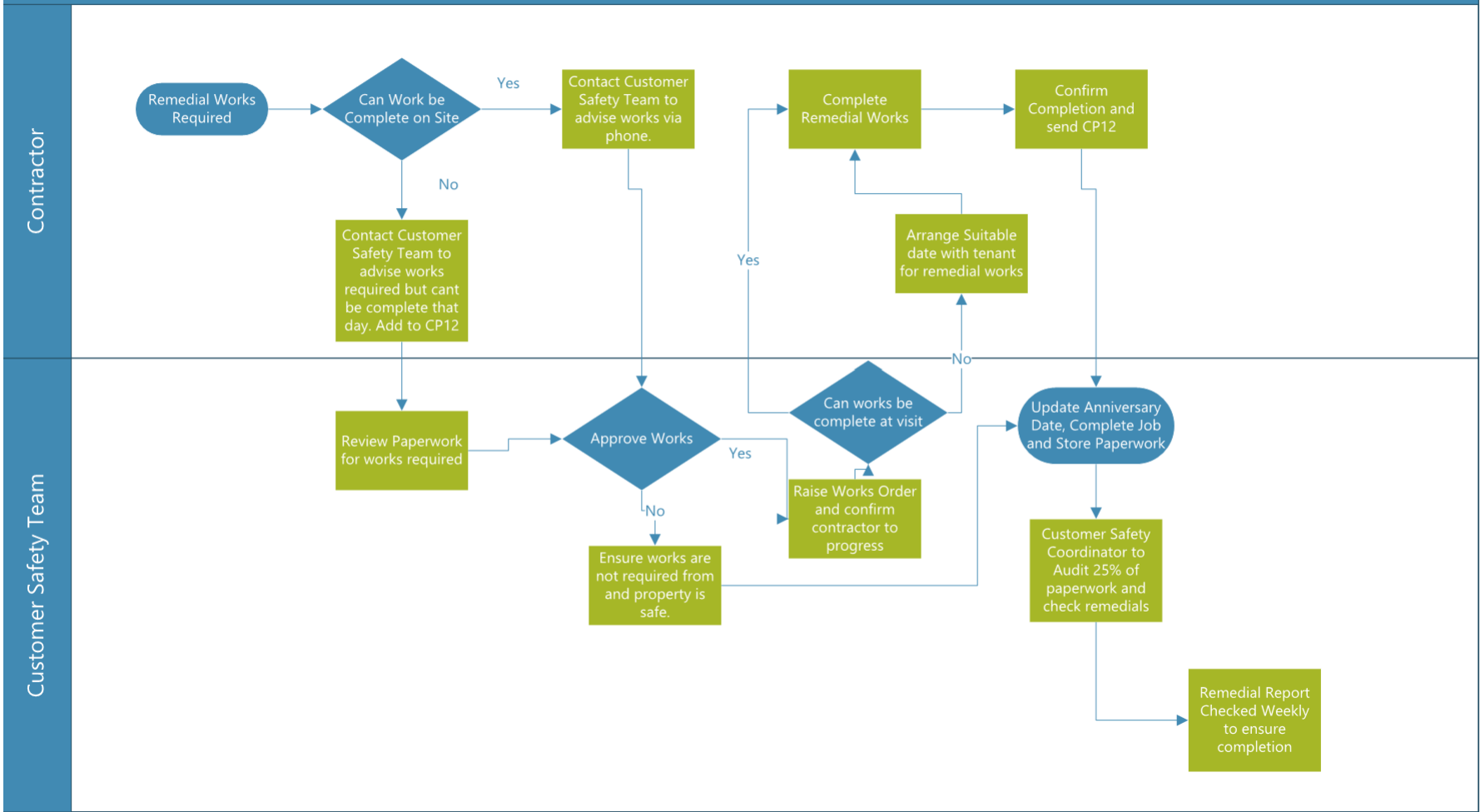
APPENDIX 8 – GAS SERVICING PROCESS



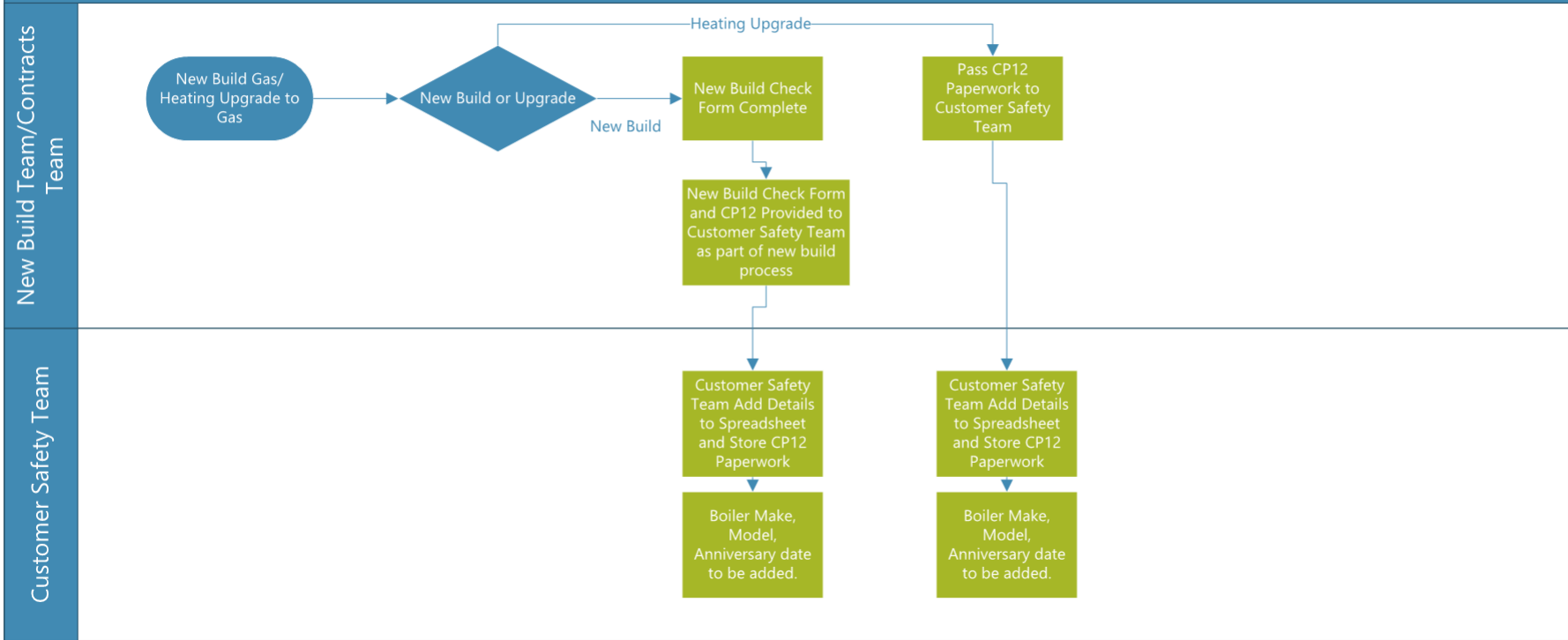
Forced Access Process



Remedial Works



Adding Property to Gas Safety Program



APPENDIX 1 – 1st Letter

<Initials>

Resident
Address 1
Address 2
Town
Postcode

<Date>

Dear <Resident's Name>

Annual Gas Boiler Service and Safety Check Address

As your landlord, Hanover have a legal obligation to carry out an annual gas safety check to all gas appliances within your property. This service is intended to ensure that your gas appliances are safe and that they do not present a danger to you, your family, any other household members, and your neighbours. Having an annual gas service will ensure that your appliances are safe and that any repairs that may be required can be identified by the gas engineer and carried out as soon as possible.

Our records have identified that a gas safety check is now due at your property, and we intend calling out on the date below to complete the annual safety check. If you will not be at home on this date, please contact us to arrange another date.

<Insert Date>

<Insert Contact Details>

It is also important that if you have a power card meter you ensure that there is adequate credit in the gas meter and also the electric meter to ensure that the services can be completed. Even if you do not have or use any gas appliance, we will still need to get access to your property as our records show you have a gas supply.

Thank you for your co-operation in this matter.

Yours sincerely

<Name>
<Job Title>

APPENDIX 2 – AMBER NO ACCESS LETTER

Name
Address 1
Address 2
Town
Post Code

<Date>

Dear <Resident's Name>

Annual Gas Boiler Service and Safety Check

<Address>

As your landlord, Hanover have a legal obligation to carry out an annual gas safety check to all gas appliances within your property. This service is intended to ensure that your gas appliances are safe and that they do not present a danger to you, your family, any other household members, and your neighbours. Having an annual gas service will ensure that your appliances are safe and that any repairs that may be required can be identified by the gas engineer and carried out as soon as possible.

To meet this requirement <insert contractor name> have been contracted and they have attempted to complete this service visit on the date previously given, without success.

It is imperative for your own safety and wellbeing that you provide access. A further appointment has been made on <Day> <Date>. If this visit date is unsuitable, please contact <insert contractor name and contact details> 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 Hanover will be not meeting our legal obligation 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.

It is also important that if you have a power card meter you ensure that there is adequate credit in the gas meter and also the electric meter to ensure that the services can be completed. Even if you do not have or use any gas appliance, we will still need to get access to your property as our records show you have a gas supply.

Yours sincerely

<Name>
<Job Title>

APPENDIX 3 – RED NO ACCESS LETTER

Name
Address 1
Address 2
Town
Post Code

Date>
Dear <Resident's Name>

Annual Gas Boiler Service and Safety Check
<Address>

FINAL REMINDER NOTICE

Hanover has now attempted to service your gas appliance on **two separate occasions** without success.

As previously stated, Hanover has a legal obligation to ensure your gas central heating boiler has an annual safety check completed within 12 months of the service anniversary date.

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

You are requested to contact any Hanover employee at your earliest opportunity on <Telephone Number> in order that a new servicing date can be arranged. Alternatively, you can call <insert contractor name> direct on <telephone number>.

If we have not heard from you by end of <Day/Date> we shall arrange a further appointment on <Day/Date>.

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

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, <insert contractor name>, and the previous final reminder to you dated <DATE>, you have still not contacted us.

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

We insist in the interest of safety that you contact me immediately, or alternatively, out with office hours please contact 0800 111 4646 to make access arrangements prior to the Forced Access date.

You are duty bound to provide access to your home to Hanover 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 a force access is carried out you will be recharged the associated costs.

In the event that locks are changed, new keys can be collected from Hanover 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 SAFETY CHECK

After numerous failed attempts by our contractor and Hanover to obtain access to your property to complete your Annual Gas Safety Check, Hanover 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 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 SAFETY CHECK

After numerous failed attempts by our contractor and Hanover to obtain access to your property to complete your Annual Gas Safety Check, Hanover had made arrangements to Force Access on, <DATE> to gain access to your property.

We sent 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 access your property to carry out the gas safety check using the master access key.

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"/>

Appendix 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 customer 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 Contract 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 Contract Officer were together at all times.

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

Contract Officer Signature		Date	
Housing Officers Signature		Date	
Gas Engineers Signature		Date	
Joiners Signature		Date	

For office use only

Copies to: [OBJ] Contract Administrator (Main File)
Contract Officer

Housing Officer

Appendix 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 customer 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 Contract 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 Contract Officer were together at all times.

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

Contract Officer Signature		Date	
Housing Officers Signature		Date	
Gas Engineers Signature		Date	
Joiners Signature		Date	

For office use only

Copies to:  Contract Administrator (Main File)
Contract Officer

Housing Officer

Appendix 6G – Fire 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 customer 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 Contract 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 Contract Officer were together at all times.

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

Contract Officer Signature		Date	
Housing Officers Signature		Date	
Gas Engineers Signature		Date	
Joiners Signature		Date	

For office use only

Copies to: Contract Administrator (Main File)

Contract Officer

Housing Officer

Appendix 6H - Cap Gas Supply Disclaimer

DISCLAIMER

PERMISSION FOR HANOVER TO ISOLATE THE GAS SUPPLY

I, {Name}, as a tenant with Hanover at the address of {Address}, hereby authorise Hanover to instruct their appointed Gas Contractor working for Hanover 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 above-mentioned 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, 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 or Kingdom Gas Services in relation to the 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 – Capped Supply Letter

<Initials>

Name

Address 1

Address 2

Town

Post Code

<Date>

Dear <Resident's Name>

Capped Supply

A contractor visited your property on behalf of Hanover to obtain access to your property to complete your Annual Gas Service.

We sent you a letter to you on <DATE> detailing the date and time that the visit would take place. As the gas safety check was unable to be carried out due to no credit in the meter, the gas has been capped. 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 to uncap your meter.

Should you require further information please contact your Housing Officer.

Yours sincerely

<Name>

<Job Title>

Appendix 8 – Capped Supply Follow Up Letter (After 1 Month)

<Initials>

Name

Address 1

Address 2

Town

Post Code

<Date>

Dear <Resident's Name>

Capped Supply

A contractor visited your property on behalf of Hanover to obtain access to your property to complete your Annual Gas Service. As you didn't engage with the process, your gas supply was capped.

We left you a letter to you on <DATE> detailing the action taken and how you could arrange to have your gas uncapped. We have received no communication from you to arrange this to be uncapped. Please can you contact me on <insert phone number> to discuss further and assist with any support required to have your gas supply uncapped.

Yours sincerely

<Name>

<Job Title>