**1.0 Introduction**

1.1 The One Manchester Group and its subsidiary companies recognise its duties and responsibilities as a landlord in connection with gas safety in relation to its housing stock, premises and any other buildings with a gas supply that it has responsibility for.

1.2 One Manchester is committed to achieving the highest possible standards in the services it supplies, providing homes that are safe and meet legislative requirements and best practice.

1.3 One Manchester will take all reasonable steps to ensure that appropriate management systems are in place to ensure employees and members of the public are not put at risk from the effects of gas or carbon monoxide emissions.

**2.0** **Purpose**

2.1 To establish a policy for compliance with the Gas Safety (Installation and Use) Regulations 1998 (which came into force on 31 October 1998 amended 2018) and other repairing obligations and statutory requirements regarding checking and repairing of gas appliances, flues and installations. Regulations 4, 35 and 36 (1) to (10) in particular refer to the duties and responsibilities of landlords in connection with gas safety. These duties are in addition to the more general ones that landlords have under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations.

2.2 The purpose of this policy is to demonstrate commitment to ensuring its employees, tenants, contractors and the general public, are not knowingly exposed to any risk that would affect their safety.

**3.0 Scope and Responsibility**



3.1The policy applies to all premises where One Manchester and its subsidiary companies have responsibility for gas safety, this includes domestic rented properties, domestic housing stock and commercial responsibilities, office premises, and all work undertaken in these properties on One Manchester’s behalf.

**4.0 The Policy**

**4.1** The guiding principles in our approach to the Gas Safety Policy:

4.2 One Manchester acknowledges and accepts its responsibilities under the Gas Safety (installation and Use) Regulations 1998 (amended 2018). Failure to properly discharge these responsibilities may result in:

* Prosecution by Health and Safety executive under Health and Safety at Work Act 1974
* Prosecution under Corporate Manslaughter and Corporate Homicide Act 2007
* HCA serious detriment judgement.

4.3 One Manchester will achieve compliance with all relevant statutory, legal and regulatory standards by means of the following:

* Ensure legal compliance is maintained to minimise risk.
* Have well maintained gas installations which are free from defect.
* Ensure all landlord owned appliances, to include domestic, communal and commercial heating gas appliances and boiler plant, are properly maintained.
* Maintain valid certification of all properties managed by One Manchester.
* Provide a timely and efficient and flexible service to customers
* Minimise inconvenience and disruption whilst undertaking servicing, repairs and installations.
* Seek cost effective methods of delivering servicing, repairs and installations to ensure value for money is received.
* Have a process in place for void properties, new builds and new acquisitions to ensure the safety of incoming customers.
* Have clear monitoring and no access procedures with agreed timescales, including procedures for dealing with vulnerable and other ‘hard to reach’ customers.
* Ensure that the diverse needs of our customers are considered and respected at all times.
* Ensure clarity regarding the scope of One Manchester’s responsibilities to customers.

**5.0 Method and approach**

5.1 This policy should be read in conjunction with the detailed procedure to meet its aims.

5.2 The method and approach will be:

* To hold accurate records against each property or scheme within our database setting out the requirements for gas safety checks and servicing of appliances.
* Maintain a gas servicing monitoring system with agreed response times (in accordance with HCA standards)
* Maintain a ‘no access’ escalation procedure
* Use operatives who are suitably qualified and registered with the Health & Safety Executive approved Gas Registration Scheme
* Maintain a robust internal and external audit system.
* Consider using best practice where appropriate and benchmarking with external organisations
* Seek continuous improvement in selection of products and methods of working
* Have realistic performance targets in place, which are monitored monthly and reviewed every six months
* Provide regular information and guidance to customers on the importance of gas safety
* Implement new initiatives to improve the service, awareness of gas safety or other associated services, e.g. carbon monoxide detector installation
* Ensure effective communication and joint working across One Manchester in order to safeguard the organisation against any serious breach of the regulations.
* Will only be responsible for gas appliances that are owned by One Manchester, its subsidiaries or other premises that have been by agreed specific contracts.
* To carry out basic 6- point checks as per IGEM/G/11 the Gas Industry Unsafe Situations Procedure to tenant's own gas appliances such as cookers and fires but will not be responsible for carrying out any repairs, unless by separate agreement. However, in the event that it is apparent that there is a breach of gas safety regulations, fittings will be disconnected and the tenant informed of the action they must take.

**6.0 Commercial Appliances**

6.1 In respect of commercial appliances the following policy will be adopted:

* Commercial boilers are located in sheltered blocks, multi-storey blocks and offices and fall within the gas regulations.
* Commercial boilers will be serviced and checked for safety at intervals of 6 and 12 months subject to age and condition of the appliances.
* Gas systems in individual flats will be checked in line with the regulations applying to domestic properties.
* Where commercial gas tumble driers are located in sheltered or multi-storey blocks, servicing will be undertaken at intervals not exceeding 12 months.
* Any other gas related equipment will be appropriately serviced and maintained.

**7.0 Equality**

7.1 One Manchester will ensure that this policy is applied fairly to all our customers. We will not directly or indirectly discriminate against any person or group of people because of their race, religion, gender, marital status, sexual orientation, disability or other grounds set out in our Equality, Diversity and Inclusion Policy.

7.2 An Equality Impact Assessment has been carried out on this policy.

**8.0 Responsibility**

8.1The Group Director of Assets and Growth has responsibility for reviewing the Policy.

8.2 Responsibility for implementation of this policy is with the Group’s Head of Repairs and Maintenance.

**9.0 Monitoring, review and evaluation**

9.1Operations Committee will monitor performance relating to gas safety and quarterly updates will be provided to Scrutiny Panel.

9.2 Complaints and customer feedback are also used as an additional means of monitoring and improving the quality of the service.

9.3 This policy will be reconsidered against any legislative changes annually and reviewed every three years.

**10.0 Legislation** (in addition to 2.1) **11.0 Associated Policies**

Equality Act 2010 Gas servicing procedure

General Data Protection Regulations 2016 Repairs Policy

Landlord and Tenant Act 1985 Equality, Diversity and Inclusion Policy

Governance and Financial Viability Standard Adults at Risk of Harm Policy

Tenant Involvement and Empowerment Standard

Home Standard