50 YEARS OF Reidvale Housing Association

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REIDVALE HOUSING ASSOCIATION

GAS SAFETY POLICY

Policy Number	
Policy Approved	25.02.26
Due for Review	Feb 2029
Author	Head of Asset Management

POLICY SUMMARY

Purpose:	The purpose of this policy is to set out how Reidvale Housing Association (RHA) meets all legal and regulatory obligations and to ensure best practice is followed in relation to gas safety. This policy sets out RHA's position in relation to managing gas servicing, repairs and maintenance and outlines the Association's broad aims in relation to our repairs and maintenance service. It sets out a range of general principles that will guide the activities and standards of service that we aim to implement.
Legislation/Guidance:	Reidvale Housing Association (RHA) has a legal responsibility to service and maintain all gas heating appliances and flues that we have installed in our housing stock and office. In terms of gas safety responsibilities, this policy complies with the wide range of legal and guidance requirements which are listed as follows: • The Health and Safety at Work etc. Act 1974 • The Gas Safety (Installation & Use) Regulations 1998: Regulation 36 • The Gas Industry Unsafe Situations Procedure - IGEM • Right to Repair Regulations (under the Housing (Scotland) Act 2001) • Gas Safety (Management) Regulations 1996 (as amended) • Gas Appliances (Safety) Regulations 1995 • Building Standards (Scotland) Regulations 2014 • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 • Construction (Design and Management) Regulations 2015 • Corporate Manslaughter Act 2007. • Scottish Government - Building Standards. Technical Handbook 2009 Domestic Environment • Gas Safe Register

	The Association is a company under the Co-operative and Community Benefit Societies Act 2014, and a company regulated by the Financial Conduct Authority (FCA). The Scottish Social Housing Charter. Requirements of the Scottish Housing Regulator.
Regulatory Compliance	**Standard 1:** The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users. **Standard 2**: The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities. **Standard 3:** The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay. **Standard 4:** The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose. **Standard 5:** The RSL conducts its affairs with honesty and integrity.
Linked policies	Equality and Diversity Policy, Maintenance Policy, Void Management Policy
Financial Impact	Medium
Risk Assessment	High
Equalities Impact Assessment	Equalities impact has been considered
Date Reviewed	February 2026
Date approved by Management Committee	25 February 2026

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1. INTRODUCTION

1.1 Reidvale Housing Association (RHA) has a legal responsibility to service and maintain all gas heating appliances and flues that we have installed in our housing stock and office.

1.2 This policy covers the following areas: -

- RHA's Responsibilities
- Quality control
- RHA's approach to taking access when required

2. AIMS AND OBJECTIVES

2.1 The aims and objectives of the policy are to ensure that RHA complies with the obligations placed upon it by The Gas Safety (Installation and Use) Regulations 1998, subsequently amended in 2018, Regulation 36. In summary this requires the Association to:

- ensure gas fittings and flues are maintained in a safe condition;
- ensure an annual safety check is carried out on each gas appliance/flue;
- have all installation, maintenance and safety checks carried out by a Gas Safe registered gas installer;
- keep an electronic record of each safety check for at least two years;
- ensure our contractor issues a copy of the latest safety check record to existing tenants within 28 days of the check being completed, or to any new tenant before they move in.

2.2 RHA will apply this policy in a manner, which ensures compliance with the legislation while supporting its overall objective of providing tenants with a high quality repairs service.

3. LEGAL AND REGULATORY FRAMEWORK

3.1 Reidvale Housing Association Limited, a registered society under the Co-operative and Community Benefit Societies Act 2014, a registered social landlord and regulated by the Financial Conduct Authority (FCA).

3.2 We are regulated by the Scottish Housing Regulator (SHR). Their Regulatory Framework sets out seven Standards of Governance and Financial Management. Relevant to this Policy the particular elements under these Standards are:

- Standard 1: The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
- Standard 2: The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service

users and stakeholders. And its primary focus is the sustainable achievement of these priorities.

- Standard 3: The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay.
- Standard 4: The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.
- Standard 5: The RSL conducts its affairs with honesty and integrity.

3.3 In terms of gas safety responsibilities, this policy complies with the wide range of legal and guidance requirements which are listed in the Policy Summary

4. RESPONSIBILITIES

4.1 Our tenants are responsible for reporting any defects to the gas heating system promptly and provide reasonable access for RHA's contractors.

4.2 RHA will:

- Ensure installation pipe work, appliances and flues provided for tenants are maintained in a safe condition
- Ensure an annual Landlords gas safety check (LGSR / CP12) is carried out on each appliance and/or flue provided for tenants use
- Ensure maintenance and annual safety checks are carried out by a Gas Safe registered installer within a 12 month period
- Keep a record of each safety check for at least 2 years
- Issue a copy of the Landlords gas safety certificate to each tenant immediately after the check has been completed and to any new tenant before they move in
- Ensure all gas equipment (including any appliance left by a previous tenant) is safe or otherwise removed before re-letting
- Ensure that anyone carrying out work on gas appliances/fittings and/or flues provided for tenants use has the required competence and that only Gas Safe registered installers are used
- Keep a record of all correspondence sent to the tenant including access arrangements and non access lists
- Carry out a 10% quality control assessment of all gas service and repair work by an external third party.

4.3 **Access process**

The gas contractor will contact our tenants 8-10 weeks prior to the anniversary date of the last annual gas service, providing a date for the next service. If access is not provided, they will attend within 7 days. If access is still not given, then RHA will assume responsibility to get in contact with our tenant.

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RHA will call and email our tenant to arrange access, if this is not successful, a letter will be sent by RHA asking our tenant to make contact. If after 7 days and no contact has been made a further letter will be sent.

Two weeks before the anniversary date of the annual gas service, a further letter will be sent to our tenant advising that RHA will look to force access to the property seven days before the anniversary date if contact isn't made.

A forced access will be arranged and a final notification 24 hours prior to the forced access will be hand delivered to our tenant. Staff from RHA will accompany the contractor to carry out a forced access if required, the keys will be returned to the RHA office with a notice fixed to the front door advising our tenant of the action taken.

The tenant will be responsible for costs relating to the forced entry if undertaken or for the attendance of our contractor if access is given on the day of the proposed forced entry.

4.4 **Void properties**

A gas safety inspection will be undertaken when a property is returned to RHA, this will ensure any identified defects are attended to appropriate compliance checks are made. Where appropriate, the gas supply will be capped during any repairs carried out. The gas supply will be uncapped when a new tenancy commences.

5. EDUCATION AND TRAINING

5.1 Reidvale Housing Association will ensure that all staff who are required to undertake work relating to the Gas Safety process receive appropriate and regular training.

5.2 We will ensure that our tenants are provided with relevant information relating to gas safety, highlighting the risks of not having the annual gas safety inspection carried out.

6. EQUALITY AND DIVERSITY

6.1 Reidvale Housing Association is an equal opportunities organisation. We are committed to providing an environment of respect, understanding, encouraging diversity and eliminating discrimination. No person or group of persons applying for housing and housing services will be treated less favourably than any other persons or groups of persons because of their age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation**.**

6.2 In the application of this policy we will be mindful of the needs of individuals, particularly in the ways we engage to obtain access to people's homes. We will provide information we have available to make our contractor aware of individuals needs and to tailor their service accordingly (e.g. if a customer needs time to get to their door). We will seek support for customers where necessary (e.g. if communication is a barrier to access).

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6.3 Reidvale Housing Association will review this policy for equal opportunities implications and take the necessary action to address any inequalities that may arise.

7. COMPLAINTS

7.1 Although we are committed to providing high levels of service, we accept that there may be occasions where a service user may not be satisfied with the service received from the Association. We value all complaints and use this information to help us improve our service. Any service user, complying with the procedure, but remaining dissatisfied with any aspect of the service they have received have the right to submit a complaint to the Association in accordance with the Complaints Handling Procedure.

8. GDPR

8.1 Reidvale Housing Association will treat personal data in line with our obligations under the current General Data Protection Regulation and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in our Fair Processing Notice.

9. POLICY REVISION

9.1 The Association undertakes to carry out a comprehensive review of all aspects of this policy at least every three years. The review will take account of legislative changes, new policy guidance, best practice advice and the views of service users.