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Policy Name	Gas Safety Policy
Policy Author	Property Manager
Approved by Sub Committee	August 2026
Approved by Management Committee	August 2026
Latest date of Next Review	October 2030

West Whitlawburn Housing Co-operative will provide this policy on request at no cost, in larger print, in Braille, in audio or other non-written format, and in a variety of languages. Please contact the office.



Registered with the Scottish Housing Regulator No. 203
Registered Charity No. SCO38737, VAT Registration No. 180223636
Registered society under WWHC and Community Benefit Societies Act 2014

1. Introduction

1.1 West Whitlawburn Housing Co-operative (WWHC) has a legal obligation under the Gas Safety (Installation and Use) Regulations 1998. It must ensure that all gas appliances are maintained to ensure the safety of tenants and their households. This policy aims to ensure that the gas boilers and flues that WWHC provides for tenants' use are maintained in a safe condition at all times.

1.2 Gas can pose significant health and safety risks if not managed appropriately (for example gas fires and explosion or asphyxiation from gas leaks and carbon monoxide. We recognise as an employer and a landlord that we have specific legal duties in relation to gas safety to ensure, so far as is reasonably practicable, the health, safety and welfare of all WWHC employees and others who may be affected by our undertakings e.g. tenants, visitors, members of the public and contractors.

1.3 This Policy has been considered against the following legal and regulatory requirements:

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Gas Safety (Installation and Use) Regulations 1998
- Equality Act 2010
- Reporting Injuries, Diseases and Dangerous Occurrences Regulations (2013) (RIDDOR)
- L56 Approved Code of Practice (ACOP)- Safety in the installation and use of gas systems and appliances Gas Safety (Installation and Use) Regulations 1998
- L122 Approved Code of Practice (ACOP) – Pressure Systems Safety Regulations
- The Gas Industry Unsafe Situations Procedures (GIUSP)
- Scottish Social Housing Charter (SHQS)
- The Scottish Secure Tenancy Agreement
- Building Standards (Scotland) Regulations 2014
- Pressure Systems Safety Regulations 2000
- Gas Safety (Management) Regulations 1996
- The Dangerous Substances and Explosive Atmosphere Regulations 2002 (DSEARR)
- Construction, (Design and Management) Regulations 2015
- Safety in the Installation and use of Gas Systems and Appliances
- IGEN/ G/ 11 The current Gas Industry Unsafe Situations Procedures (GIUSP)
- Guidance leaflet INDG285 (rev 3): A Guide to Landlord's Duties
- Technical bulletins and industry safety alerts (Gas safe)
- L80: A Guide to the Gas Safety (Management) Regulations 1996

2. Policy Aim and Objectives

2.1 The aim of the Gas Safety Policy is to identify all applicable legislation and standards in relation to gas safety and ensure we outline within our policy and procedures how we will comply and assure ourselves that we remain compliant.

2.2 The objectives of the Policy are:

- To ensure that every property with a gas supply has been safely checked and has a valid in date gas safety certificate.
- To ensure that every property has an annual gas safety inspection carried out by a competent contractor and effective ongoing maintenance (this is in addition to the duty to safety check) in line with Regulation 36 section 2.
- To ensure that gas safety checks are conducted prior to the expiry of the current certificate (we operate on a 10-month cycle to allow access before the 12-month expiry).
- Maintain the requirement to obtain certificates for two years which would mean any current certificate plus the previous two.
- Ensure we give tenants a copy of the new gas safety record within 28 days of completion.
- To ensure that proper procedures are followed by staff and tenants in the event of an emergency i.e. gas escape.

2.3 To achieve these objectives WWHC will ensure that:

- The gas contractor employed is Gas Safe registered. WWHC will hold copies of each engineer's Gas Safe Register qualifications. This information is refreshed annually and is part of WWHC's quality assurance checks.
- WWHC will ensure that access for services will be sought on time, utilising the Scottish Secure Tenancy agreement where required to force access should this be required.
- All gas certificates will be checked and logged on receipt. The certificate will then be filed electronically in the gas inspection folder held in the Property Section within the shared network drive. The current certificate plus the previous two will be held on file.
- Tenants will be notified in advance of any visit and given the opportunity to rearrange.
- Procedures are in place and followed in the event of a gas escape, and this will be issued to all staff and tenants who have gas within their homes.

3. Reactive Repairs

- 3.1** Reactive repairs will be reported to the Contractor and the priority set in line with WWHC's Maintenance policy and procedure for emergency, urgent and routine repairs.

4. Monitoring, Recording Procedures and Contractor's Responsibilities

4.1 Reactive Repairs

- 4.1.1 Job lines will be raised on the housing management system and completed in line with normal procedures as per WWHC's maintenance policy. The Contractor will be responsible for providing information on work carried out and completion dates. This will allow performance to be monitored. All daily updates on any reactive calls are to be provided by the contractor for recording purposes, including any follow-up work / post inspection that may be required.

4.2 Annual Gas Safety and Maintenance Checks

- 4.2.1 WWHC will agree an annual programme with the contractor.
- 4.2.2 WWHC will assist with arranging access as required.
- 4.2.3 A master schedule will be maintained detailing the date the service is scheduled, access difficulties and completion dates. The service schedule from the Contractor will be checked against WWHC's master list to ensure no property due its annual safety check is omitted.
- 4.2.4 It is WWHCs responsibility to ensure that the services are carried out on time and that safety checks are carried out within the twelve-month anniversary date.
- 4.2.5 The Annual Check will include a check of the smoke detectors and carbon monoxide detector to ensure we meet the requirements set out within the Tolerable Standard.
- 4.2.6 Access may be forced to properties where the tenant does not comply with access requests to ensure the safety of all other residents.

4.3 The Contractors' Responsibility

- 4.3.1 The Contractors' responsibilities emanate from the Gas Safety (Installation and Use) Regulations 1998 and WWHC's current gas contract which state that:
- All engineers working on the WWHC's appliances are appointed by a Contractor who has been appointed by WWHC.

- 24-hour cover is provided for the maintenance of WWHC's gas appliances and flues.
- A safety check and service on WWHC's gas appliances are carried out within a 12-month period.
- The contractor must also ensure that a carbon monoxide detector is installed and tested when the annual safety check and service is being carried out. Any faults with the CO alarm must be notified by the engineer to WWHC and be raised as an emergency repair immediately.
- A safety check and servicing programme will be provided by the Contractor to WWHC at least 3 months prior to the first safety check and service.
- Regular reports, including daily electronic updates, will be received during the safety check and servicing programme period. Details on the units completed, non-access to property and planned dates for the outstanding appliances will be provided to WWHC by the Contractor.
- The Contractor is required to advise WWHC immediately when an unsafe appliance is identified. The Contractor will apply a warning label to the unsafe appliance. The label should not be removed until repairs are complete. This information is provided by the contractor via daily reports and works orders are raised for tracking remedial completions.
- When working on WWHCs appliances the Contractor will at all times comply with legislation and amend practices and procedures in accordance with changing legislation.
- The Contractor will attend regular meetings with WWHC as required.

4.3.2 The Contractor will carry out a visual check on gas appliances and flues provided by the tenant and will report on the condition of appliances to the tenant and WWHC. Any unsafe appliance should have warning labels attached. The tenant will be advised that the labels should not be removed until repairs are complete. They will also be advised of the action that they should take to rectify the fault. Quality assurance checks will focus on these properties.

4.3.3 The contractor will provide a Landlords Gas Safety Certificate which will record:

- the date the appliance was checked
- the address of the installation(s)
- a description of the location of each appliance and flue checked
- any defects identified
- any remedial action taken
- the effectiveness of the flue

- the supply of air
- tightness test
- the operating pressure
- the heat input
- the safe functioning of the appliance
- the name and signature of the operative completing the check
- the Gas Safe (formerly CORGI) registration number of the operative or his/her employer

4.3.4 The contractor will also log tenants' own appliances and report any defects. This information will be recorded in the daily reports.

5. Dealing with Reported Faults Identified by the Contractor

- 5.1** If a defect is noted with a landlord's appliance, action will be taken to rectify this defect under our normal reactive repairs' procedure.
- 5.2** If a defect is noted with a tenant's appliance, the tenant will be aware as a copy of the safety certificate will be left with them at the time. It is up to the tenant to rectify this defect.
- 5.3** If a Warning Notice is issued detailing that the landlord's appliance is "*Not to Current Standards*", this will be noted and rectified if deemed appropriate by the Property Officer and / or the Property Manager.
- 5.4** If a Warning Notice is issued detailing that a tenant's appliance "*Not to Current Standards*", the tenant will be aware as a copy of the notice will be left with them. WWHC will also follow this up with a letter and advise that it is the tenant's responsibility to rectify this if they wish. WWHC will not enforce "Not to Current Standard" notices.
- 5.5** If a Warning Notice is issued detailing that a landlord's appliance is "*At Risk*", the Contractor will label the appliance and turn it off at source. WWHC will take action to rectify it as a matter of urgency.
- 5.6** If a Warning Notice is issued detailing that a tenant's appliance is "*At Risk*", the Contractor will label the appliance and turn it off at source. A copy of the Warning Notice will be left with the tenant. WWHC would follow this up with a letter to advise that the tenant should take appropriate action as a matter of urgency. This letter will advise that the responsibility to ensure that the responsibility lies with them if they fail to comply.
- 5.7** If a Warning Notice is issued detailing that a landlord's appliance is an "*Immediate Danger*", the Contractor will label the appliance and advise the tenant that the gas supply should be capped until the matter is dealt with. If the tenant refuses, the Contractor will leave

the premises and advise SGN (Scottish Gas Network) and WWHC immediately. WWHC would then take immediate action to turn off the tenant's supply i.e. two members of staff will attend and turn the gas control off to ensure the safety of all other residents.

5.8 A letter will be signed and witnessed and left with the tenant to advise that this has been done and that the gas should not be turned back on or the tenant will be held liable. SGN will also take appropriate action to shut off the supply. WWHC would then take appropriate action to have the appliance replaced or repaired to an acceptable standard.

5.9 If a Warning Notice is issued detailing that a tenant's appliance is an "*Immediate Danger*", the Contractor will label the appliance and if required, advise the tenant that the gas supply should be capped until the matter is dealt with. If the tenant refuses, the Contractor will leave the premises and advise SGN (Scottish Gas Network) and WWHC immediately. WWHC would then take immediate action to turn off the tenant's supply i.e. two members of staff will attend and turn the gas control off to ensure the safety of all other residents. A letter will be signed and witnessed and left with the tenant to advise that this has been done and that the gas should not be turned back on or the tenant will be held liable. SGN will also take appropriate action to shut off the supply. The tenant will be given 5 working days to remove the appliance or have it repaired to an acceptable standard. A follow-up visit will be arranged to ensure this has been complied with.

6. Faulty Carbon Monoxide Detectors

6.1 During the Annual Gas Safety Check, the contractor must also ensure that the hard-wired carbon monoxide detector (BS EN 50291 certified) is installed and have the battery renewed when the annual safety check and service is being carried out.

6.2 At any time, if a tenant contacts WWHC to advise that the CO Detector is bleeping and the fault light is flashing, an emergency electrician will be immediately arranged to attend to rectify the fault.

7. Procedure in the event of a Gas Escape and Carbon Monoxide Emergencies

7.1 The following procedure will be followed in the event of a gas escape or a carbon monoxide emergency (This procedure will also be given to all tenants with gas within their homes):

7.2 If a tenant calls either the main office or Concierge Station to report a possible gas leak or a carbon monoxide emergency, they should be advised to call 0800 111 999.

7.2.1 The following general advice should also be given as detailed:

"You will be given specific advice when you call this number on what to do. However, meantime: Please do not smoke; Please do not turn light switches or sockets on or off; Open windows if you can; Leave the premises once you have reported the fault; Turn your gas valve off if you feel confident in doing so. The gas valve is located in your meter box outside and should be labelled with an on/off tag."

7.3 If a tenant reports that their carbon monoxide detector is bleeping, this should be treated as a possible gas escape, and the procedure above should be followed, and an emergency repair line will be raised.

8. Procedure in the event of No Access to carry our Annual Gas Safety Check

8.1 The Contractor will refer matters back to WWHC following 3 attempts to gain access. During the programme, our contractor will provide daily access reports which details the dates and times to ensure that we record evidence confirming reasonable access attempts have been made.

8.2 WWHC will then write to the tenant requesting that they make contact immediately to arrange access (a copy of this letter is included under appendix 1).

8.3 Failure by the tenant to respond will result in a second and final letter being issued to give 7 days' notice that WWHC will force entry to take works forward. (a copy of this letter is included under appendix 2).

8.4 If the tenant breaks any access arrangements made following the initial letter, a second and final letter will be issued giving 7 days' notice that WWHC will force entry in order to take works forward. If there is no money available on the tenant's gas and/or electric meters to complete the gas annual safety check during the forced access, the gas meter will be capped which achieves the Landlords Gas Safety requirements.

8.5 Police attendance will be requested for any forced entries.

8.6 Where Housing Services staff believe a property has been abandoned, and serve the appropriate Notice, they will inform Property Services staff in order that efforts to secure access can be coordinated. If the service falls during the Notice period, the above forced access procedure will be carried out.

9. Quality Control

9.1 To monitor the performance of all gas servicing engineers and the gas servicing / maintenance contracts WWHC will:

- Ensure that a 10% quality control on servicing and day to day repairs is carried out by the Contractor at the expense of the Contractor. Details of each inspection will be supplied to WWHC on a quarterly basis.
- Set up a monitoring system to ensure that their 10% targets are being met.
- Employ a suitably qualified person to carry out third party quality control on 10% of works carried out by passing 10% of each batch of certificates received to the Quality Assurance Contractor to carry out an independent inspection of the main contractor's servicing practices. WWHC will employ a Quality Assurance Consultant to check 10% of the work carried out by the Contractor.
- Hold regular meetings with the contractor to discuss the findings of the internal and external quality control and other aspects of the contract that may arise.
- Post inspections as required will be undertaken by WWHC's Property Officer and will include work undertaken by the gas contractor.

9.2 In the event of a grievance arising from the monitoring process or where discrepancies and deficiencies are uncovered, WWHC will require the contractor to instruct at the contractor's own expense, Gas Safe, to carry out an investigation with all findings copied to WWHC. Any further action against the contractor will be considered by the Management Committee, following a report from the Property Manager / Head of Housing Services.

10. Void Properties

10.1 WWHC will instruct a Gas Safety Check on all void properties when keys are received. Any defects will be reported and rectified by the gas contractor prior to the property being re-let. A certificate for the Gas Safety Check is provided to WWHC and kept on file as required.

10.2 This also applies to a mutual exchange. To ensure the property is safe a new certificate will be obtained prior to the exchange date.

11. WWHC Roles and Responsibilities

11.1 The overall accountability and responsibility for statutory compliance with the Gas Safety (Installation and Use) Regulations, is held by WWHCs Director, who will ensure that the requirements of the duty holder's responsibilities are upheld.

- 11.2** The responsibilities of the Management Committee include:
- Ensuring the WWHC effectively implements the Gas Safety Policy and supporting procedures
 - Obtain compliance assurance that all applicable legislation and standards in relation to Gas Safety are being met
- 11.3** The responsibilities of the Director as the Duty Holder include:
- Responsibility for the implementation of the relevant statutory requirements contained within the Gas Safety (Installation and Use) Regulations
 - Ensuring adequate resources are made available to establish and maintain arrangements and manage the legal requirements for the Gas Safety (Installation and Use) Regulations.
- 11.4** The Gas Safety Policy should identify tasks and people responsible for the policy's implementation and their specific duties. They are as follows:
- Maintaining a record of all gas appliances installed in WWHC's managed properties, their previous service date, and copies of landlord's gas safety certificates.
 - Ensuring that an annual service and safety check is carried out on all gas appliances in WWHC's tenanted properties. This obligation will be met through the implementation of a planned service programme. Void properties will also be checked prior to commencement of any new tenancies.
 - Ensure reports are compiled which advise of the number of properties with current gas safety certificates
 - Ensure that reactive repairs are dealt with and recorded accurately along with any follow-up work that may be required.

Task	Job Holder Responsible
1. Ensuring that a copy of the contractors GAS SAFE (Council for Registered Gas Installers) registration is verified by GAS SAFE.	Property Officer / Gas Quality Assurance Consultant
2. Ensuring that all the contractor's engineers' ACCC (Accepted Certificate of Competences) certificates are received.	Property Assistant / Property Officer
3. Signing the Gas Maintenance Contract.	Director
4. Ensuring that the service programme is received three months before the service commences. The contractor will arrange the first 3 accesses with staff providing assistance where required.	Property Officer / Property Assistant

5. Ensuring that the specified volume of quality control is carried out by the QC Consultant	Property Manager / Property Officer
6. Issuing and checking the landlord certificates, the work orders and the Quality Control Sheets.	Property Assistant / Property Officer
7. Examining, checking and filing certificates	Property Assistant / Property Officer
8. Ensuring that landlord certificates and job sheets are submitted on a regular basis	Property Assistant
9. Post inspection surveys of the contractors work on site	Gas Quality Assurance Contractor
10. Ensuring that the gas register is kept up to date.	Property Assistant
11. Ensuring that the Committee are given reports on the gas safety checks /servicing completed and the level of non-access	Property Manager
12. Ensuring that all of the above is complied with and that the target of 100% of landlords gas safety checks are completed on time	Property Manager

12. Equalities

12.1 We are committed to ensuring equal opportunities and fair treatment for all people in our work. In implementing this Policy, we will provide a fair and equal service to all people, irrespective of factors such as gender, race, disability, age, sexual orientation, language or social origin, or other personal attributes.

13. Review

13.1 This Policy will be reviewed every 4 years or sooner if required according to updates to legislation or regulations.



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Appendix 1

Date

Addressee
Cambuslang
Glasgow
G72

Dear Addressee

Annual Gas Safety & Smoke Detector Check

Our servicing contractor wrote to you providing a date when the above would be carried out. They have now attempted to access your property twice and have left calling cards on each occasion requesting that you contact them to arrange access to carry out the above annual check.

It is a legal requirement that WWHC arrange an annual check of your Gas Central Heating System and Smoke Detectors and non-compliance for access is in breach of your Tenancy Agreement and could result in forced entry to your property.

Obviously this is not a route that WWHC would wish to go down, therefore please contact us within 7 days of receiving this letter to provide a suitable date.

This inspection will take approximately one hour and will involve a check of your central heating system, Carbon Monoxide Detector and Smoke Detectors.

I look forward to hearing from you.

Yours sincerely,

Property Assistant



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Appendix 2

Date

Addressee
Cambuslang
Glasgow
G72

Dear Addressee

Gas Safety (Installation and Use) Regulations 1998 Annual Gas Safety & Smoke Detector Check - Notification of Arranged Forced Entry

I refer to previous communications regarding your Annual Gas Safety and Smoke Detector check and your continued failure to provide access to your property.

You have now left WWHC with no option but to force entry to carry out these checks. We have therefore arranged for access to be forced to your property on "Insert Date" at "Insert Time" with our engineer and appropriate police presence required.

You will also be recharged for the cost of this. Your keys will be left at the Concierge station. To collect your keys you must provide photographic identification.

This is not a step WWHC takes lightly and therefore your co-operation in being home at the above date and time will allow us to carry out the checks, ensuring your ongoing safety without any requirement to take access by force.

This inspection will take approximately one hour and will involve a check of your central heating system, Carbon Monoxide Detector and Smoke Detectors.

The legal right to gain access is in accordance with the Scottish Secure Tenancy Agreement, clause number 5.12:



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'We have the right to come into your house to inspect it and its fixtures and fittings or carry out repairs to it, or adjoining property, during reasonable times of the day. We will give you at least 24 hours' notice in writing. We have the right of access to your house in order to lay wires, cables and pipes for the purposes of telecommunications, water, gas, electricity, providing we give you reasonable notice in writing. We have the right of access to the common parts at any reasonable time. If you refuse us entry, we will have the right to make forcible entry provided we have given you every reasonable opportunity to let us in voluntarily. If we have to make forcible entry, in this situation, you are liable for the costs of any damage reasonably caused. In an emergency, we have the right to make forcible entry to your house without notice.'

Yours sincerely,

Property Manager

Equalities Impact Assessment

Policy/Project/Service Information			
Lead Officer	Property Manager		
Policy / Project / Service	Gas Safety Policy	New Policy / Project / Service or revision of existing?	Revision
Is this a reassessment following amendments being required at a previous assessment?	No		
Briefly describe the aims, objectives and purpose of the policy / project / service.	The purpose of this policy is to set out how WWHC will ensure that legal obligations under the Gas Safety (Installation and Use) Regulations 1998 are met. It must ensure that all gas appliances are maintained to ensure the safety of tenants and their households.		
Who is intended to benefit from the policy / project / service? (Eg. applicants, tenants, staff, contractors)	All persons who live in or access buildings where there is a gas supply, this will include tenants, visitors, members of the public, staff and contractors.		
What outcomes are wanted from this policy / project / service? (Eg. the measurable changes or benefits to members/ tenants / staff)	To operate within legislative requirements and ensure any gas appliances in WWHC's properties are maintained to a safe standard.		

Consultation
Who have you engaged and consulted with as part of your assessment? No consultation has been undertaken as safety checks and maintenance of gas appliances is a legal requirement.

Equalities Impact Assessment

Which protected characteristics could be affected by the policy, practice, or service?	Identify any positive impact/s that could result for each of the protected characteristic groups.	Identify any negative impact/s that could result for each of the protected characteristic groups.
Age		
Disability		
Gender Reassignment		
Marriage & Civil Partnership		
Race		
Religion/Belief		
Pregnancy/Maternity		
Sex		
Sexual Orientation		

Action Plan to Mitigate Negative Impact		
What action/s are required to address the impacts arising from this assessment?		
Protected characteristics	Action	Implementation Date
Age		
Disability		
Gender Reassignment		
Marriage & Civil Partnership		
Race		
Religion/Belief		
Pregnancy/Maternity		

Sex		
Sexual Orientation		
Human Rights		

Final Decision	Tick relevant box	Include explanation where appropriate
Approved for implementation without change	X	
Amend or change the Policy/Project/Service		
Continue the Policy/Project/Service without change (despite impact)		
Stop the Policy/Project/Service		
Lead Officer Signature		H Lochran
Date		03/08/2026
Date approved by Management Committee/ Sub Committee		31/08/2026 / 17/08/2026