

Facilities Management Service Repairs & Maintenance

Gas Policy & Procedures



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1.0 The Gas Policy

- 1.1 Coventry City Council's Gas Policy and Procedure is based on legal requirements and best practice and sets the standard that all council operatives and contractors are required to follow.
- 1.2 This policy is aimed at directors, managers, health and safety professionals, employees and contractors. They provide guidance on how to comply with health and safety and gas legislation key elements that are required in business area health and safety arrangements to ensure safe working.
- 1.3 The council will ensure that all reasonable steps are employed to ensure employees, customers and members of the public are not put at risk from the effects of gas, carbon monoxide or unsafe appliances that are owned or managed by the council.
- 1.4 Potential risks associated with gas as a fuel are significant, given the risk of fire / explosion or from carbon monoxide poisoning due to incomplete combustion arising out of poor or irregular maintenance, or incorrect installation methods adopted for the appliances or systems.
- 1.5 The Gas Safety (Installation and Use) Regulations 1998, as amended (GSIURs) places important duties on landlords of all properties to ensure that gas appliances, their flues and other fittings are maintained in a safe condition, annual safety checks are carried out, and records are kept and issued or in certain cases displayed to tenants. These duties are in addition to those defined in the Health and Safety at Work Act (HSW Act) and the Management of Health and Safety at Work Regulations.
- 1.6 The council will service and check the safety of all relevant gas appliances at set specific time intervals, these checks will include all gas pipework, in its domestic properties, in non-domestic properties and in its offices.
- 1.7 In respect of tenant's own gas appliances (e.g. gas cooker or, in some cases, gas fires), the council will ensure that basic safety checks will be undertaken at set specific time intervals. Safety checks will be performed to confirm that the appliance and any chimney (fabric of the building) are still in a good state of repair and safe. Any areas of concern will always be brought to the appliance owner's attention with the 'Gas Industry Unsafe Situations Procedure' (GIUSP) being followed.
- 1.8 Each safety check will include, but will not be limited to, those checks detailed in the GSIURs Regulation 26 (9).
- 1.9 All internal operatives and contractors undertaking work on gas installations for the council will be Gas Safe Registered and competent for the categories of work they are expected to undertake. A recording mechanism will be employed to ensure this requirement is met.
- 1.10 This policy applies to all workplace activities relating to the installation, commissioning, servicing, modification and operational use of gas installations. They also encompass property alterations or upgrades where the impact of that work could have a detrimental effect on a pre-existing installation.
- 1.11 To ensure that this document remains up to date and abreast of the 'best methods of work', the council will ensure that it is reviewed annually or more frequently where there are changes to legislation or industry best practice.

1.12 The council are committed to:

- Ensuring adequate resources are allocated to managing the risks and legal responsibilities relating to gas safety, including the provision of competent persons.
- Ensuring adequate processes and procedures are in place to manage the risks and legal obligations relating to gas safety.
- Ensuring that enough information, instruction and training is carried out.
- Monitoring the performance of staff and contractors.
- Reporting any material breach of non-compliance.
- Ensuring that risks to tenants, staff, contractors and others are effectively managed
- Ensuring that the council complies with its overall legal duties in relation to gas safety.

Responsibilities (Domestic Properties)

1.13 The Gas Safety Installation and Use Regulations (GSIUR) outline the responsibilities of what is expected of a landlord under Regulation 36. This Regulation specifically deals with the maintenance and safety check duties of all relevant appliances, their flues and other fittings, within domestic and certain commercial premise(s).

1.14 These duties are designed to protect the customer's safety, and are in addition to the more general ones that landlords have under the Health and Safety at Work etc. Act 1974, and the Management of Health and Safety at Work Regulations 1999.

1.15 Duties of a landlord, (domestic properties, commercial plant rooms where heat and hot water is utilised within a dwelling):

- Ensure gas fittings and flues are maintained in a safe condition.
- Ensure gas appliances are serviced in accordance with the manufacturer's instructions, if these are not available and the engineer is not conversant with the appliance installed, manufacturer's installation instructions will need to be obtained.
- Ensure an annual safety check is carried out on each gas appliance chimney / flue.
- All installation, maintenance and safety checks are to be carried out by a competent Gas Safe registered engineer.
- Issue a copy of the latest safety check record to customers within 28 days of the check being completed (in certain cases there is an option to display the record centrally at a mutually agreed place (sheltered schemes).
- Make sure, before any new tenancy starts, (e.g. void property) that the property is safe to re-let and the in-coming tenant receives a current copy of the (Landlords Gas Safety Record) LGSR.
- Keep a record of each safety check for at least two years.

Responsibilities (Non-Domestic)

16.1 The GSIURs outline the responsibilities of what is expected of an employer (the council) in relation to gas appliances, flue's or installation pipework installed at a

place of work they control, so they are maintained in a safe condition, so as to prevent risk of injury to any person.

- 17.1 The council's responsibility is fully mapped out within Regulation 35, but the requirements are:
- Examination of the physical condition and safe functioning of appliances, installation pipework, ventilation and any flue for deterioration.
 - Carrying out performance tests.
 - Undertaking any remedial action necessary.
- 1.18 The council should ensure that gas engineers always follow the manufacturer's maintenance regime and that they provide documentary evidence of the results and that this written evidence is retained for a period of two years.
- 1.19 All employees, contractors and agency workers working for the council, must have an induction to all the processes adopted, where this is relevant to their area of work. This should ensure that the council has the assurance that all persons have been made aware of the relevant working practices with the aim of protecting life and property.
- 1.20 Management with control over works that could affect the gas safety of existing installed appliances, must be sufficiently competent to identify gas related risks and controls to ensure that safety is not compromised.
- 1.21 When employing contractors or agency workers to perform gas works, it is the council's responsibility to ensure that they are suitably registered and the engineers are competent for the work to be undertaken.
- 1.22 All repairs, installations and modifications to gas systems within the council's property stock are to be carried out in line with the requirements of legislation, manufacturer's guidance and standards.
- 1.23 Any unsafe appliances or installations are to be dealt with appropriately by each gas engineer, with the GIUSP being always followed to ensure the safety of life and property. All unsafe situations are to be communicated effectively to the relevant manager. Those installations that require reporting to the HSE under the RIDDOR Regulations must also be forwarded to the council's Health and Safety team.

Gas Registration/Accredited Competence Scheme (ACS)

- 2.1 Since April 2009, Gas Safe Register is the official registration body for gas installers in the United Kingdom, Isle of Man and Guernsey. To work legally on gas appliances and installations a business or individual must be on the Gas Safe Register.
- 2.2 Gas Safe Register deals with all aspects of the downstream gas industry covered by GSIURs. These Regulations cover both piped natural gas and liquefied petroleum gas (LPG).
- 2.3 It is law that anyone carrying out gas work that is within the scope of the Regulations is on the Gas Safe Register. The register is there to protect consumers from unsafe gas work.
- 2.4 Registration with Gas Safe Register is valid for 12 months before renewal is required.

- 2.5 To allow each gas engineer onto a gas registration, they must have certain qualifications which deem them as gas competent. The scheme that provides the competence verification is the Accredited Certification Scheme (ACS). These qualifications are engineer specific and are valid for a 5-year period, before renewal is required. There are also in the region of 70 different ACS assessments that a gas engineer could take.
- 2.6 It is therefore essential that the council maintains a checking mechanism to ensure that the registration and competence of businesses and engineers are never left to lapse.
- 2.7 It will be the responsibility of the council to confirm that gas work is only ever issued to engineers that are deemed as gas competent in their relevant field of work and are also covered by a current registration with Gas Safe Register.

The Process

- 2.8 When an in-house operative or contractor undertakes gas work for the council, a detailed evaluation of registration and competence of the contractor will be carried out by (a nominated responsible person) at contract start, as well as at regular intervals throughout the contract progression.

The following checks will be undertaken and an appropriate file created:

- Name of the gas business.
 - Names of the gas operatives employed on contract.
 - Competence assessments passed by operatives.
 - Expiry date of each competence assessment.
 - Public and employer liability insurance details / and expiry dates (council minimum levels in line with the procurement aspects of the contract).
- 2.9 Copies of certificates will be made and kept on file and will include the following:
- Copy of the current GSR registration certificate.
 - Copies of the assessment certificates of each operative.
 - Copies of both sides of each gas operatives' GSR ID card.
 - Copies of their public and employer liability insurance.
- 2.10 It is a council requirement that (a nominated responsible person) will verify contractor details by accessing the GSR website to confirm the gas business status. This validation process will be undertaken at six monthly intervals throughout the contract period coinciding with the anniversary date of the business's renewal date with GSR.
- 2.11 An annual review of insurance documentation will be carried out (by a nominated responsible person) new copies of the insurance certificates will be obtained and electronically stored.

Accredited Certification Scheme (ACS)

- 2.12 It is the duty of the council to ensure that all contractors and in-house operatives are competent for the categories of work they are expected to undertake.
- 2.13 Proof of competence is obtained by undertaking assessment for ACS.
- 2.14 The council require all in-house operatives and contractors undertaking gas work on their behalf must hold the following relevant ACS elements.

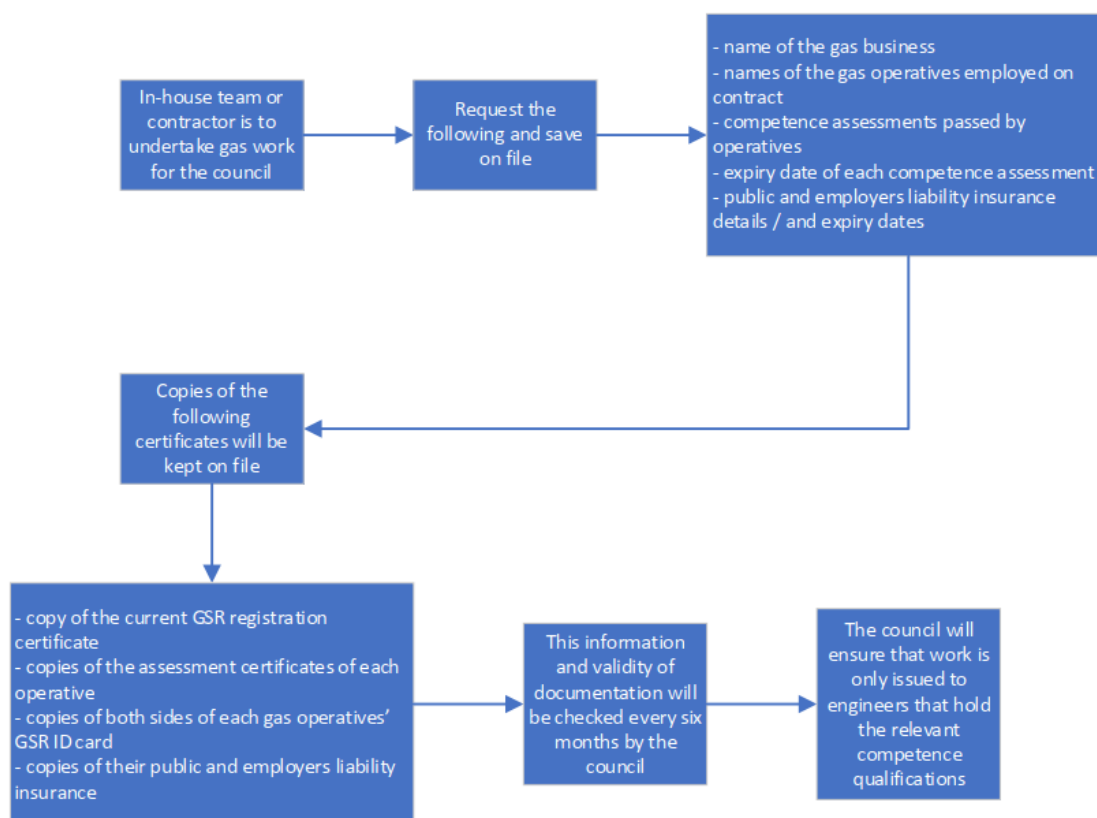
Domestic Gas Elements

Element	Assessments (Natural Gas)
CCN1	Domestic core gas safety, note that this is a pre-requisite for all domestic gas appliances modules.
CENWAT	Installation and servicing of wet central heating appliances and water heaters.
HTR1	Installation and servicing of gas fires and space heaters
CKR1	Installation and servicing of gas cookers
DAH1	Installation and servicing of domestic air heaters

Non-Domestic Elements

Element	Assessments (Natural Gas)
CoDNCO1 or COCN1	Changeover domestic natural gas to commercial Core commercial gas safety assessment criteria
CDGA1	Install, commission, service, repair and breakdown of commercial direct fired heating appliances and equipment
CIGA1	Install, commission, service, repair and breakdown of commercial indirect fired heating appliances and equipment
ICPN1	Installation of commercial pipework (first fix)
TPCP1	Testing and purging commercial pipework to the requirements of IGE/UP/1
TPCP1A	Testing and purging commercial pipework to the requirements of IGE/UP/1A

Figure (2a) Gas Registration and Competence Flowchart



Gas Industry Unsafe Situations Procedure (GIUSP)

- 3.1 Gas Safe registered engineers have a responsibility to advise the responsible person for a property when they find unsafe gas installations or appliances.
- 3.2 What actions they take is determined by the requirements of the GSIURs and the guidance given in the GIUSP (which is titled IGEM/G/11).
- 3.3 When a registered gas engineer identifies an unsafe situation, they should try to find the cause and repair any faults. Where this is not possible, they should explain that the fault(s) should be repaired before the installation is used again. If it can't be corrected immediately and they should make the installation safe, after first seeking permission from the user / responsible person to do so. This is normally done by disconnecting or by turning off the gas to the affected part of the installation. This will be dependent upon how serious the defects are.
- 3.4 When the gas engineer has identified a gas related danger is present within property, they will attach a warning label to the dangerous gas fitting and issue a written warning notice.
- 3.5 The warning notice will identify what classification of 'safety defect category' the engineer has deemed the installation to be either:
 - Immediately Dangerous (ID)
 - or*
 - At Risk (AR)
- 3.6 Copies of any warning notices issued by the engineer must be kept on file by the council for future reference. More guidance and information around risk classification can be gained from the current edition of IGEM/G/11.
- 3.7 The council must take prompt action to correct any safety defects found on appliances or fittings we own or have responsibility for.

Gas Escapes/Reported Fumes/Co Alarm Activation

- 4.1 If the responsible person for any premises knows or has reason to suspect that gas or fumes are escaping into the premises, they must immediately take all reasonable steps to turn the gas off at the meter / emergency control valve and ventilate the property.
- 4.2 Due to the specialist nature of emergency gas work and the statutory obligations set for Emergency Service Providers (ESP), a general Gas Safe registered engineer not employed by the ESP would not normally be expected to respond to a reported gas escape or fumes from a customer or member of the public (except to give safety advice and to ensure the situation is properly reported).
- 4.3 **Dealing with a report of a gas escape or fumes takes priority over all other tasks.**

Definitions

- 4.4 The following definitions and timescales for response are only applicable to the ESP, the Public Gas Transporter (PGT). The Health & Safety Executive have accepted these standards and timescales.

- 4.5 The council will provide the necessary safety advice to make safe with immediate effect and will assist the caller by contacting the ESP to report the issue on telephone number 0800 111999 and log the ESP job reference number.
- 4.6 An uncontrolled gas escape is one where the customer is unable to do anything to control the escape of gas i.e. emergency control valve turned off but smell persists or a gas escape from outside is detected. Attendance must be within 60 minutes; this is the service standard of the PGT.
- 4.7 A controlled gas escape is one where the customer can turn off the supply at the meter control valve and hence control the escape of gas. Attendance must be within 120 minutes; this is the service standard set by the PGT.
- 4.8 A report of fumes shall be considered the same as a controlled gas escape, where the customer can control the escape of fumes by turning off the appliance / installation at the emergency control valve at the gas meter or point of entry of gas pipework. Attendance must be within 120 minutes; this is the service standard set by the PGT.

The Process

- 4.9 Coventry City Council employees will raise a 'Reported Gas Escape/Fumes' form and take responsibility for completing and obtaining all relevant information. This will include contact details, location of escape and any immediate actions taken to make the areas safe, such as evacuation of personnel.
- 4.10 The person dealing with the report from the customer shall advise the customer of the following:
- Turn off the gas supply at the meter unless located in the cellar or basement
 - Extinguish all sources of ignition / naked flames
 - Do not smoke
 - Do not operate any electrical switches
 - Ventilate the building by opening doors and windows
 - If the smell persists vacate the premises
 - Ensure access to the premises is possible
- 4.11 Under all circumstance's details of the call and information obtained is to be passed to the ESP by the council.
- 4.12 If the emergency call is received during the gas contractor's normal working hours, then they should also be requested to attend. This is to minimise the disruption to the customer should additional work be required. **No repair work is to be undertaken by the contractor until the ESP has finished and made safe.**
- 4.13 Out of hours contact centre are to follow the same process.

Important Notice:

"If it has been reported by the customer, ESP or contractor that the occupants have received medical attention or has confirmed levels of carbon monoxide (CO), an inspection of the appliances must not be undertaken". Before proceeding or instructing contractors to attend the council's Health & Safety team MUST be informed.

*If the above scenario has occurred then the gas supplier / shipper will be instructed by the Health & Safety Executive to carry out a formal investigation, only on completion of this, will any engineer or contractor be allowed to undertake any rectification works. **Note: The council will take instruction from the HSE.***

4.13 Copies of all documentation raised should be stored on the database system under the relevant address file, namely:

- Reported gas escape / fumes form
- Engineers job report
- Any warning / advice notices

DOMESTIC GAS REQUIREMENTS

Landlords Responsibilities (Domestic Properties)

5.1 The GSIURs outline the responsibilities of what is expected of a landlord under Regulation 36. This Regulation specifically deals with the maintenance and safety check duties of all relevant appliances, their flues and other fittings, within domestic and certain commercial premises.

5.2 These duties are designed to protect the customer's safety, and are in addition to the more general ones that landlords have under the Health and Safety at Work etc. Act 1974, and the Management of Health and Safety at Work Regulations 1999.

5.3 Duties of a landlord are to (for domestic properties, commercial plant rooms where heat and hot water is utilised within a dwelling):

- Ensure gas fittings and flues are maintained in a safe condition
- Ensure gas appliances are serviced in accordance with the manufacturer's instructions, if these are not available and the engineer is not conversant with the appliance installed, manufacturer's installation instructions will need to be obtained.
- Ensure a safety check is carried out on each gas appliance chimney / flue at intervals not exceeding 12 months.
- All installation, maintenance and safety checks are to be carried out by a competent Gas Safe Registered engineer
- Issue a copy of the latest safety check record to customers within 28 days of the check being completed, in certain cases there is an option to display the record centrally at a mutually agreed place (sheltered schemes).
- Make sure, before any new tenancy starts, either via a void or mutual exchange that the property is safe to re-let and the in-coming tenant receives a current copy of the
- Landlords Gas Safety Record (LGSR)
- Keep a record of each safety check on file for at least two years

Letting/Managing Agent (Agent)

5.4 A contract should be in place between the landlord and agent which clearly specifies who is responsible for the maintenance, gas safety check duties and associated record keeping. If the contract stipulates that the agent is responsible, the same duties under the GSIURs that apply to a landlord, apply to the agent. If the contract is unclear, the duties remain the responsibility of the landlord.

5.5 An agent who has the maintenance responsibilities must arrange maintenance for all gas pipework, appliances and flues, which the landlord owns and provides for the tenants use. The agent must also arrange for a gas safety check to be carried out at intervals not exceeding 12 months. A record of the safety check must be kept for a minimum of 2 years and a copy issued to each tenant within 28 days of the check being completed in addition the agent must issue a copy to any new tenant before they move into a property.

Access Guidance

- 5.6 The GSIURs provides guidance on accessing a rented property to undertake the landlord's maintenance and safety check duties.
- 5.7 The council must be able to demonstrate that all reasonably practicable steps to gain access to a tenanted (dwelling) to undertake their duties in respect of Regulation 36 have been met.
- 5.8 The HSE recommends the following actions and strongly advises that a record be kept of all correspondence with the tenants, on attempting to gain access:
- Write to the tenant explaining that a safety check is a legal requirement and that it is for their own safety, give the tenant the opportunity to arrange their own appointment.
 - On a failed appointment, leave the tenant a notice stating that an attempt was made to complete the gas safety check and provide contact details.
 - HSE inspectors will always look for repeated attempts to complete the gas safety check, including the above suggestions; however, the approach will need to be appropriate to each circumstance, it would ultimately be for a court to decide if the action taken was reasonable depending upon the individual situations.

The Process

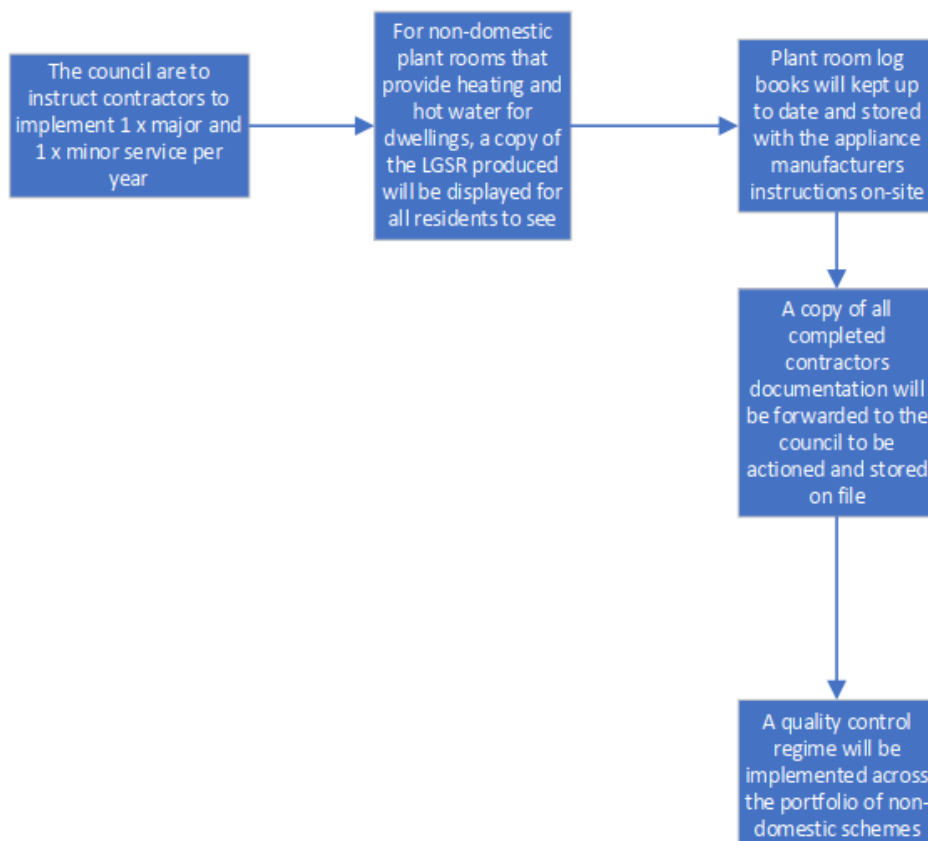
- 5.9 All properties that require an LGSR check will be added onto the CAFM system. The CAFM system will be programmed to ensure that the cyclical anniversary date will not exceed 12 months. Enough time will need to be allocated for the planned visit, so the cyclical date will be set to 11 months.
- 5.10 Appointment letter will be sent to tenants advising of the planned visit date and time, the letter will allow for the tenant to re-arrange the appointment via contacting the council.
- 5.11 If access is gained the job will be completed by the gas engineer and an LGSR will be raised and CAFM will be updated.
- 5.12 If a failed access attempt is made the engineer will leave a card / letter informing the tenant they had missed an appointment and for them to re-arrange the appointment within 5 days and CAFM will be updated.
- 5.13 If no contact has been made by the tenant within 5 days of the first failed appointment date the council will send a second appointment letter allowing 5 days' notice.
- 5.14 If access is gained the job will be completed by the gas engineer and an LGSR will be raised and CAFM will be updated.
- 5.15 If a failed access attempt is made the engineer will leave a final card / letter informing the tenant they had missed an appointment and CAFM will be updated.
- 5.16 After the second failed attempt to gain access, the council will be informed for them to start proceedings to gain access through the court system to gain access to undertake the LGSR check, CAFM again will be updated.

NON-DOMESTIC GAS REQUIREMENTS

- 6.1 Within the commercial / non-domestic gas sector many organisations implement a regime of service visits at six monthly intervals. Although not necessary from a legislation perspective these twice-yearly visits give comfort that from a gas compliance perspective these systems are being reviewed regularly thus hopefully ensuring the failure rate of the appliances are kept to an absolute minimum. The council have adopted this two-tier system across all nondomestic gas appliances and installations.
- 6.2 Non-domestic plant rooms, individual commercial gas appliances, commercial catering gas appliances all require maintenance to be undertaken to ensure their safe functioning. This maintenance regime should follow the guidance as provided by the appliance manufacturer, which if done will ensure that GSIURs Regulations 35 and 36 will have been complied with.
- 6.3 The gas operative / contractor who undertakes these maintenance visits must provide documentation to the council, which must include all the test results for the appliances inspected. This documentation will be technical and will need a competent person to be able to interpret the results and any guidance given.
- 6.4 Risk Assessments within the commercial / non-domestic gas installation environments are very common within the gas industry; the council will undertake these across the board. The quality control and risk assessment approach will include a process that incorporates a regime that includes assessment to ensure that IGEM/UP/16 (The Dangerous Substances and Explosive Atmospheres Regulations, DSEAR) compliance. The IGEM/UP/16 check will be undertaken once per scheme, then after any gas work alterations are undertaken on site.
- 6.5 Every commercial / non-domestic gas appliance and chimney / flue will require as a minimum, two service / maintenance / safety check visits to be carried out every year. Therefore, in essence - a rolling six-monthly visit will be in operation denoting:
- 1 x major full service
 - 1 x minor service
- 6.6 For properties where commercial / non-domestic appliances provide heating and hot water for dwellings, the documentation produced by the contractors will be displayed in a prominent place in the premises for all residents to see. A copy will also be forwarded to the council to review for any actions that are to be implemented and will subsequently be stored on file.
- 6.7 For properties where commercial catering and laundry is provided the documentation produced by the contractors will be displayed in a prominent place in the premises for all residents to see. A copy will also be forwarded to the council to review for any actions that are to be implemented and will subsequently be stored on file.
- 6.8 The gas contractor must keep up to date records and logbooks for each plant room boiler house they are responsible for, these must remain in each plant room with the appliance manufacturer's installation and maintenance instructions.
- 6.9 All documentation completed by the contractors should be forwarded to the council. The council will review all contractor's documentation to ensure its correct completion and to action any highlighted issues for remedial works.

- 6.10 A regime of quality control must be implemented across the commercial / non-domestic elements of gas installations (more detail will be in the Quality Control standard).

Figure (6a) Non-Domestic Process Flowchart

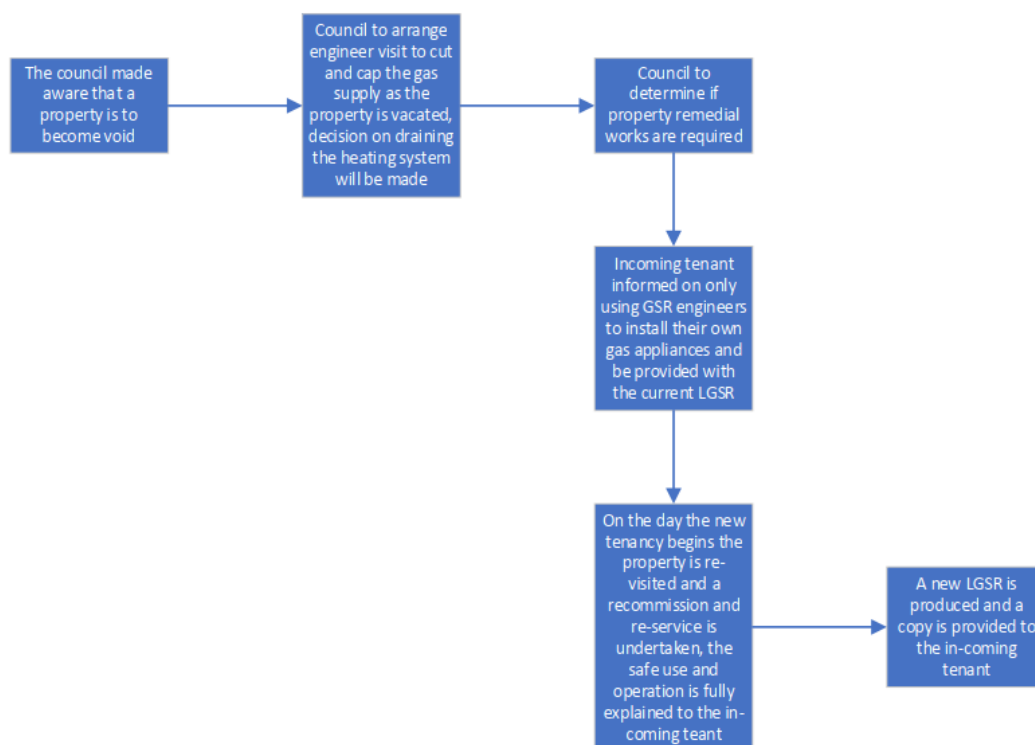


VOID PROPERTIES

- 7.1 The council must ensure that when an existing tenancy has expired and the property is classed as void, a gas safety check and cut and cap process is undertaken. This is a precautionary measure that will ensure the property remains safe from a gas perspective throughout the period of any remedial works and re-letting process.
- 7.2 At the initial voids cut and cap stage the council must decide whether to drain the central heating system of water, usually at times of inclement weather this would ensure that water damage from burst pipes would not cause an issue during periods when the property is vacant.
- 7.3 Before the new tenancy begins the incoming tenant will be supplied with a copy of the current Landlords Gas Safety Record (LGSR).
- 7.4 The council will also ensure that the incoming tenants are aware of their responsibilities to only use Gas Safe registered installers to undertake gas work, i.e. for the installation of their own gas cooking appliances.
- 7.5 When the tenancy commences, a re-test and re-commission and new landlords' gas safety check is undertaken. **Note: This may change the cyclical anniversary date of the property, for its next LGSR check.**

- 7.6 By following this process the council is aiming to ensure, so far as reasonably practicable, that the health and safety of their tenants is not compromised. This process is also to be referenced with any other void property procedures to avoid duplication and keep all departments involved in the process up to date with their actions.
- 7.7 When the property is ready to be re-tenanted the council should then instruct an engineer to re-commission and carry out full operational safety checks and or service on the whole of the gas installation and issue a suitable LGSR.
- 7.8 In addition, the council will discharge its duty of care and the need to instruct the new tenant on the safe operation of the gas equipment in the property they are moving into. This will then enable the council to demonstrate that they have taken a legitimate interest in the health, safety and welfare of their tenants.
- 7.9 Where the council undertake the management of void properties on behalf of external clients, a robust audit trail must be maintained to demonstrate the client is aware of industry best practice to cut and cap whilst the property is in a void state.

Figure (7a) Void Process Flowchart



MUTUAL EXCHANGE

- 8.1 Experience has shown tenants do not always leave premises and appliances in the safe condition that they should when they vacate a property. It is therefore reasonable to expect that if an outgoing tenant has modified or damaged a gas installation or appliance it could pose a danger to the next in-coming tenant.
- 8.2 This procedure is to be used as a guide for council and its contractors to ensure that when tenants undertake mutual exchanges, an inspection regime is carried out on all affected properties. By undertaking this process - it will ensure that all gas fittings and appliances are in a gas safe state when the exchange takes place.
- 8.3 When an application for a mutual exchange of properties has been approved, the council will be required to ensure that gas fittings/appliances are safe.

Mutual exchanges represent a new tenant taking up residency within a new property, therefore the landlord must ensure the property is safe and the tenant understands how to operate all systems and appliances installed.

8.4 A copy of a current Landlord's Gas Safety Record (LGSR) will be issued to the incoming tenant before taking up occupancy. At this stage (signing for the property) the tenant will also be informed that the disconnection and re-connection of any gas cooking appliance at either property must be carried out by a competent Gas Safe Registered business.

8.5 An initial mutual exchange inspection will be carried out by a housing representative who will confirm the exchange of properties can take place and they will subsequently raise the necessary orders for a competent gas operative to check the property for gas safety. A copy of the current LGSR will be provided to the in-coming tenant at this stage.

8.6 On the first day of official occupancy/exchange of properties a visit will be carried out (by a competent gas operative) suitable checks will be made and any unsafe equipment will be either rectified or removed.

These checks will include a service/safety check of all the gas appliances installed, an inspection of any system/controls, an inspection of the installation pipework to also include a system gas tightness test.

The tenant will be instructed on the use of all appliances and controls. A new LGSR will be completed by the gas operative.

8.7 With mutual exchanges, the council aims to carry out the safety check on the day of the exchange. If this is not possible a gas safety check will be undertaken prior to the existing tenant moving out.

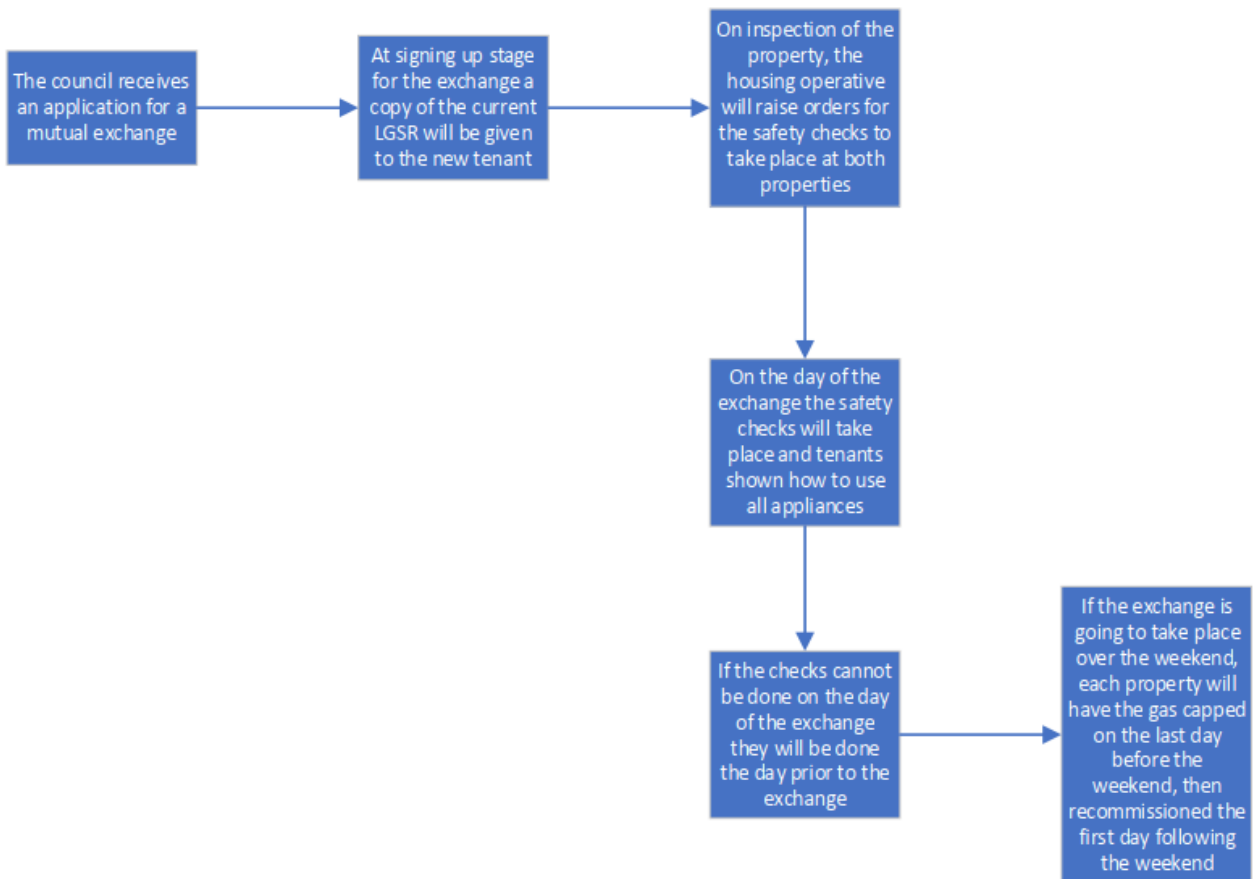
8.8 If the exchange is planned to take place over the weekend, the council will cap off both gas installations on the last weekday before exchange, then subsequently re-connect and recommission the appliances on the first working day after the weekend. The intention being that a customer is never placed in an unsafe gas situation.

8.9 It is the council's policy on adoption of appliances (from a tenant) that only appliances that meet the following criteria may be adopted:

- Appliance fully working and operational
- Safe condition
- Spare parts readily available
- Installation, servicing and user instructions available
- Meets minimum efficiency requirements

⚠ IMPORTANT NOTE: COOKING APPLIANCES WILL NOT BE ADOPTED, THEY WILL BE REMOVED AND DISCARDED

Figure (8a) Mutual Exchange Process Flowchart



PROPERTY ALTERATIONS

9.1 Regulation 8.1, 8.2, and 8.3 of the GSIURs provide specific guidance on the alteration of appliances as well as the alteration of a property, where the alteration could impact on the safe operation of existing gas appliances. The regulations place the responsibility for gas safety during and after any remedial works or property alterations firmly as the responsibility of the person carrying out the work, even though they may not be a gas engineer. With this being the case, the council insist that a full gas property survey is completed before any remedial or alteration works are started to ensure the planned work does not impact on gas safety. The council also insists on gas safety checks being undertaken immediately on completion of the works to always ensure that life and property is protected.

9.2 To correctly manage property alterations or refurbishments, the council must be aware of the potential effect the work could have on the safety of existing gas fittings and appliances. These property alterations or refurbishments could be any of the following, please note that this is not an exhaustive list:

- Window / door replacements
- Cavity wall insulation
- Replacement ventilation
- Fitting extract fans
- Reducing chimney heights
- Enclosing an existing flue / appliance
- Building extensions
- Installing cladding
- Extending existing flues

- Conversions from flat to pitched roofs
- Rooms converted to sleeping accommodation
- Kitchen upgrade / replacement
- Roof replacement / repairs

9.3 Before any significant alteration is made to any premises where a gas appliance, installation, chimney or flue-way is installed any implications for the gas appliance installation safety needs to be properly addressed. If followed it could be demonstrated that the council have exercised due diligence prior to and during the work process.

9.4 Legislation guidance:

Regulation 8 (1) Existing gas fittings states:

'No person shall make any alterations to any premises in which a gas fitting or gas storage vessel is fitted if that alteration would adversely affect the safety of the fitting or vessel in such a manner that, if the fitting or vessel had been installed after the alteration, there would have been a contravention of, or failure to comply with, these regulations.'

This regulation embraces a wide range of physical alterations to premises that may affect the safety of an existing gas fitting installed in the premises where the alteration is to be made.

Before a significant alteration is made to premises where a gas appliance or gas fittings are installed their safety needs to be properly assessed.

Regulation 8 (2) Existing gas fittings, states:

'No person shall do anything which would affect a gas fitting or flue or means of ventilation used in connection with the fitting in such a manner that the subsequent use of the fitting might constitute a danger to any person, except that this paragraph does not apply to an alteration to premises.'

This regulation applies to everyone, not just gas installers. It supplements Regulation 8(1), by prohibiting other activities (i.e. except alterations to premises) which have potential to compromise safety; this might for instance include modifications which cause blockage/obstruction of an air supply vent or flue. As in Regulation 8(1), it is essential for the implications of such change or modification to be properly addressed, before work is commenced, to ensure that gas safety cannot be prejudiced in any way.

Modification of any gas fitting should be made only by a competent person who is, or is employed by, a "Gas Safe" registered company. Alterations not comprising 'work' on a gas fitting but which nevertheless may affect gas safety, e.g. a change to room ventilation provisions, should also be made only by a person with the required competence. Similarly, any significant modification needs to be checked by a person before the gas fitting concerned is taken into use, to ensure that appropriate standards have been met and safety has not been compromised.

Regulation 8 (3) Existing gas fittings, states:

'In relation to any place of work under his control, an employer or self-employed person shall ensure, so far as reasonably practicable, that provisions of paragraphs (1) and (2) are complied with.'

It is recommended that a responsible person, e.g. a principal contractor, foreman, site manager or other person with overall control of the work, is nominated to ensure, so far as is reasonably practicable, compliance with Regulation 8 (1) and 8 (2).

9.5 Prior to the commencement of any work the contractor in consultation with the council must arrange for a survey of all properties which may be affected by the works. The survey must include all gas installations, chimney and flue-ways belonging to the council and the customer within these properties that might be affected by the proposed work.

9.6 The council manager for the proposed works will arrange for the surveys to take place. The operative undertaking these surveys must hold the necessary current gas competencies under ACS relevant to the appliance / installation types being surveyed and be Gas Safe Registered. All surveys must be signed and dated by the operative undertaking the work.

9.7 The survey will provide the council manager with the following information:

- An overview of how the proposed works might affect the safety of the existing gas appliances.
- The type of appliance and its position within the dwelling with the maximum rated input of each appliance; if there are no gas appliances this must be recorded.
- The amount of existing ventilation (free air space) purposely provided as ventilation for the existing gas appliances.
- The amount of ventilation required for the gas appliances within the dwelling, any proposed ventilation for existing appliances must meet the requirements of the current version of BS 5440 part 2.
- Recommendations on the location of the proposed ventilation
- With PVCu window replacements it would be acceptable to incorporate the ventilation within the unit providing that such ventilation complies with BS 5440 part 2, where the ventilation is to be taken through an external wall the preferred method would be by core drill.
- The types, positions, and current construction of any flues that may be affected by the proposed work.
- Details of any alterations required to the existing chimney and flue system to ensure that when the work is complete the flue installation will comply with the current version of BS 5440 part 1.
- Any method statements required ensuring the ongoing safety of the tenants and the property during the work period.
- In some circumstances, it may require the appliance chimney or flue to be disconnected during the alterations and re-commissioned on completion of works, this may be required with works such as cladding, roofing or chimney / flue work.
- Details of any statutory or necessary tests required on completion of the work to ensure the ongoing safety of the gas installation.

9.8 Approval

Following the examination and approval of the survey the relevant council manager will issue an instruction for the work to proceed. On no account must any work be undertaken without written instruction from the relevant council manager.

9.9 Certificates & Testing

With all alterations where the work has been carried out on the gas installation the contractor shall ensure that all the installations affected are tested and left in a safe condition. A “Gas Safe” registered company must carry out this work. The content and extent of these checks must include but not be limited to the requirements of Gas Safety Regulation 26 (9). The recording media for these checks must be agreed with the relevant council manager.

9.10 Post inspections

The council manager shall ensure that a 10% quality control inspection on completed works are undertaken. These inspections will be in addition to the ongoing day-to-day checks carried out on any building works. They will be specifically targeted on the gas safety matters relating to the alteration. Records of these inspections will be kept within the contract file.

PRE-CONTRACT SURVEY FORM

Main Contractor				Brief description of proposed work or alteration					
Surveyor									
Gas Safe Reg No:				Job code:					
Survey Address:									
Does the property have gas appliances installed? If yes list all appliances below							No		Yes
Appliance	Make	Model	Location	Max Rated Input kW	Permanent Ventilation cm sq	Flue Type OF/RS/FL	Landlords Appliance		
1							No	Yes	
2									
3									
4									
Total number of appliances installed:									
Could the proposed works affect the flueing or ventilation of any gas appliance?							No		Yes
Could the proposed works affect the safe operation of any gas appliance?							No		Yes
Pass this form to the Contract Administrator									
Provide a brief description of the affect the work could have on the gas installations and pass to Contract Administrator									
Is a method statement on safe working required							No		Yes
Position:				Signature:			Date		
						/...../.....		

THIS SECTION TO BE COMPLETED BY THE PROJECT MANAGER		
Decision made and comment:		
Will a method statement on safe working be provided?		Yes
		No
Position:	Signature:	Date
	/...../.....

QUALITY CONTROL

- 10.1 A quality control process is a pivotal management tool that when implemented correctly will not only confirm the onsite quality performance of engineers, but also re-affirm that all on site risks are managed by the council in a structured format.
- 10.2 The council has a duty under the HSW Act and the Management of Health and Safety at Work Regulations to:
- Assess the risk of the health and safety of all employees and anyone else who may be affected as a result of work undertaken.
 - Provide comprehensive information, instruction, training and supervision with the aim of ensuring, so far as is reasonably practicable, the health and safety at work of every employee or person so affected.
 - Risk assess all work activities.
- 10.3 The quality control process must allow trends to be tracked and dealt with to plug any potential safety gap that may be highlighted.
- 10.4 The councils auditing regime must cover all that is listed below:
- All engineers to be quality control checked.
 - All work types to be quality control checked.
 - Documentation produced by engineers to be included into the quality control process.
 - Quality control process to be modelled on a risk assessment format.
 - Responsibility for managing quality control audits must be assigned to an individual's job role.
 - All audits to be analysed and findings to be interpreted for review by management.
 - Reports to identify trends.
 - All reports, findings and recommendations to be actioned to demonstrate that the council are managing a robust quality control process.
- 10.5 The number of checks carried out will be proportional to the type, scope, and amount of gas work undertaken. The frequency and quantity of quality control checks will be dependent on the findings.
- 10.6 The audit depth should go far enough to allow for a judgement call to be made on the quality of task being measured.
- 10.7 The audit types should include, physical strip downs, visual and 'work in progress' inspections.
- 10.8 The auditing process should be provided by a third party to ensure impartiality.

- 10.9 Audit results are to be reviewed monthly to track performance returns.
- 10.10 Audit percentage rates should be set at the agreed levels to start with; these levels should then become flexible, therefore when a sustained level of good performance has been achieved the percentage level can justifiably be reduced to a lower rate. If, however the quality return is poor the levels of audits may have to be increased.
- 10.11 Start percentages to be adopted:
- Domestic work 5%
 - Capital programs 10%
 - New build (per site) 10%
 - Bulk acquisitions 25%
 - Boiler plant room servicing 10%
 - Boiler plant room installs 100%

SPECIALIST TOOLS

- 11.1 The council are to ensure that when gas operatives are requested to attend any site that is under their control to undertake gas work, they are equipped with correctly calibrated specialist tools and equipment for the work in hand.
- 11.2 Tools that are required to be re-calibrated will be Electronic Combustion Gas Analysers (ECGA) and electrical test equipment.
- 11.3 The council will ensure that the gas operatives are aware of their responsibilities where applicable to only using correctly calibrated equipment.
- 11.4 Where special instrumentation is provided such as ECGAs or electrical testing equipment it will be the responsibility of the council management team or contractor management team to make sure that all equipment is calibrated by the correct manufacturer or their service agent at the time interval as indicated by the manufacturer. Where specialist instrumentation is utilised current in-date calibration certificates are to be provided to the council.
- 11.5 The in-house council management team or contractors will maintain a log of all the equipment that requires calibration. Where instrumentation is out-of-date, engineers will not use such equipment but will source equipment that is suitably calibrated and in-date.
- 11.6 It will be the on-site engineer's responsibility to check the current calibration date prior to using the instrument.
- 11.7 It will be the responsibility of the council management team or contractor management team to ensure re-calibration certificates are stored in a central point for control and future reference.

Contractors:

- 11.8 At the start of any contract the contractors must provide calibration certification for all specialist tools that are to be utilised within council properties.
- 11.9 The contractor must manage the re-calibration process for all their specialist tools.
- 11.10 The contractor's engineers will be responsible for only using in-date equipment.
- 11.11 The contractor must provide the council copies of re-calibration certification before each piece of equipment's cyclical anniversary re-calibration date expires.

The in-house team

- 11.12 The council management team will be responsible for ensuring the re-calibration of equipment takes place.
- 11.13 The council management team will ensure that an asset register of equipment exists, it is kept up to date and recalibration certificates are stored centrally for reference.
- 11.14 The council management team will be responsible for organising that the re-calibration of equipment takes place with the right service provider and within the designated cyclical dates.
- 11.15 The in-house engineers will be responsible for only using in-date equipment.

10.0 Key Contacts

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11.0 Document Control

Version	Governance/ Sign off route	Author	Notes