



GAS SAFETY POLICY AND PROCEDURES

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Gas Safety Policy and Procedures

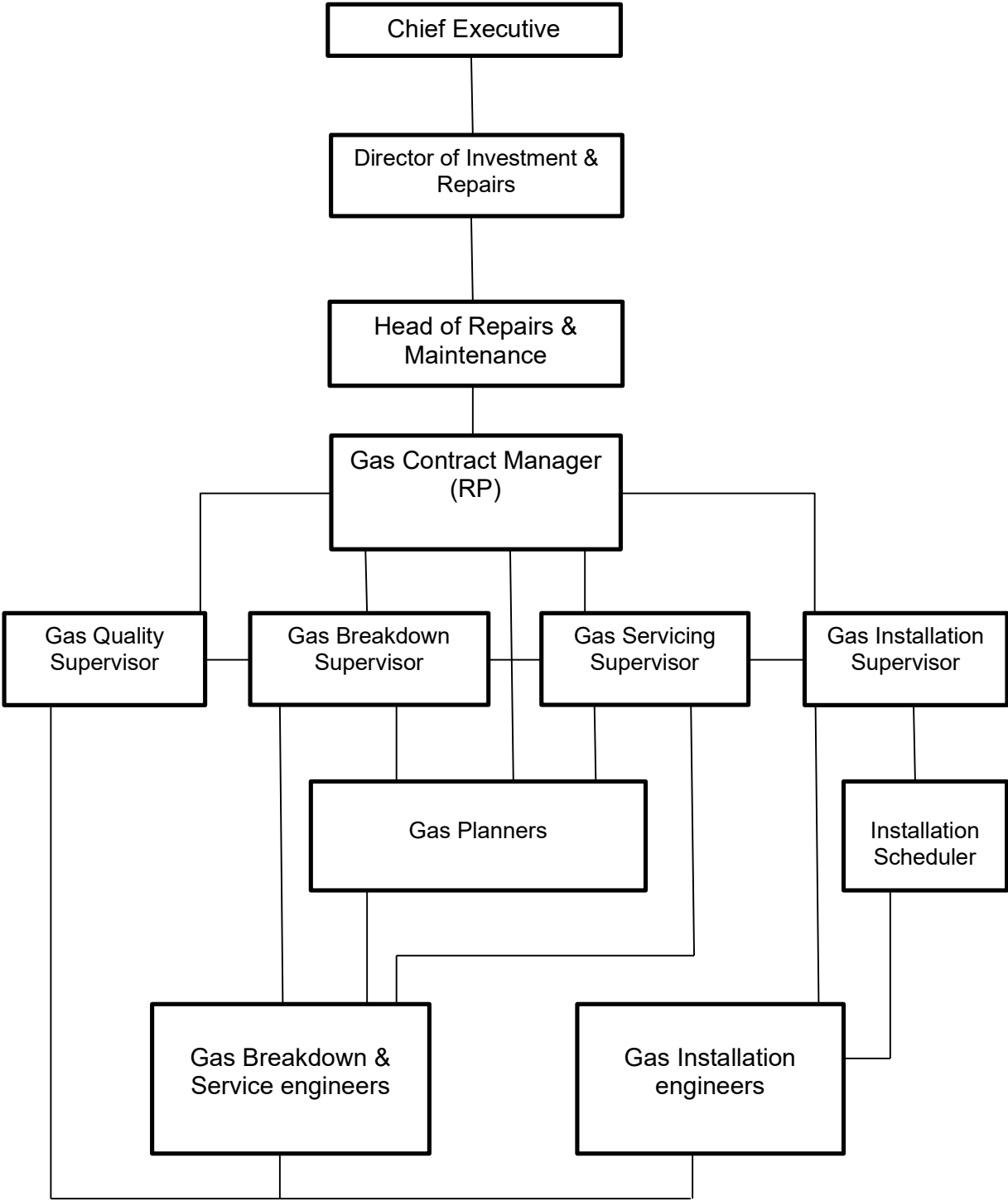
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1. Gas Safety Management Organisational Flowchart



2. Discharge of Legal Responsibilities

In essence, the Gas Regulations require Derby Homes to ensure safety. We do this by:

- Ensuring that all properties have a valid Gas Safety Check Certificate. The legal obligation being that the Certification is less than 365 days old and renewed at every change of tenancy and
- Undertaking Servicing works in line with manufacturer's instructions (which in general is required annually).

Therefore, in tenanted properties we will plan to Service & Safety Check on an 11 month programme to ensure we have completed all reasonable work before the Certificate expiry date.

When properties become void, the change of tenancy requires us to renew the Safety Check Certificate.

If the property becomes void 2 months or less before the expiry date of the Certificate, then we will undertake a full Service & Safety Check. The date of the new Certificate will be considered as the new date from which the next safety work is planned.

If the property becomes void more than 2 months before the expiry date of the Certificate, then we will undertake Gas Safety Check work only. The date of the new Certificate is valid; however, the date considered for the next safety work will be the expiry date of the pre-Void Certificate.

3. Introduction

The Gas Safety (Installation and Use) Regulations 1998 Regulation 36 requires Derby City Council (DCC), as a Landlord, to ensure that there is maintained in a safe condition:

- any relevant gas fitting; and
- any flue which serves any relevant gas fitting,

so as to prevent the risk of injury to any person in lawful occupation of relevant premises.

A relevant gas fitting means:

- any gas appliance (other than an appliance which the tenant is entitled to remove from the relevant premises) or any installation pipework installed in any relevant premises: and

- any gas appliance or installation pipework, which directly or indirectly, serves the relevant premises and which either:
 - is installed in any part of the premises in which the landlord has an estate or interest; or
 - is owned by the landlord or is under his control, except that it shall not include any gas appliance or installation pipework exclusively used in a part of premises occupied for non-residential purposes.

Regulation 36 also requires, amongst other things, that a landlord shall ensure that:

- each appliance and flue is checked for safety within 12 months of being installed and at intervals of not more than 12 months since it was last checked for safety;
- such checks are carried out by those persons who are a member of a class of persons approved by the HSE e.g. Gas Safe Register;
- in any room occupied or to be occupied as sleeping accommodation by a tenant there is not fitted a relevant gas fitting of a particular type (see Gas Servicing and Repairs section);
- written records are kept giving details of appliances or flues checked, dates of checking, any defects identified and remedial action required/taken;
- a copy of the written record is provided to the tenant within 28 days of the check and a copy of the last record is given to any new tenant.

Regulation 36A Determination of date when next safety check is due under regulation 36(3)

Summary of regulation 36A

This regulation sets out when the next safety check must be completed in order to retain the existing deadline date. It also sets out a one-off flexibility that landlords can use to align the date of an appliance check with that of other appliances at the same premises.

Regulation	36A
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- (1) Where a safety check of an appliance or a flue made in accordance with regulation 36(3)(a) or (b) is or was completed within the period of 2 months ending with the deadline date, that check is to be treated for the purposes of regulation 36(3)(a) and (b) as having been made on the deadline date.
- (2) Subject to paragraph (3), the landlord may ensure that an appliance or flue is checked for safety within the 2 month

period beginning with the deadline date, instead of checking it within the 12 month period ending with that date.

(1) The discretion conferred by paragraph (2) may be exercised –

(a) only once in relation to each appliance or flue in the relevant premises; and

only in order to align the deadline date in relation to the next safety check of that appliance or flue with the deadline date in relation to the next safety check of any other appliance or flue in the same relevant premises

Regulation 36A

(3) *In this regulation “the deadline date”, in relation to a safety check for an appliance or flue, means the last day of the 12 month period within which the check is or was required to be made under regulation 36(3) (a) or (b).¹*

Guidance 36A

302 The changes set out in regulation 36A aim to offer more flexibility in the gas safety checking regime – however, it is not compulsory for landlords to take advantage of this change. If they prefer, landlords can continue with their current regime of gas safety checking, as long as it meets the legal minimum requirements as set out in regulation 36.

303 With the introduction of the new regulation 36A from 6 April 2018 landlords will be able to have gas safety checks carried out any time from 10 to 12 *calendar months* after the previous check but still retain the original deadline date as if the check had been carried out exactly 12 months after the previous check.

Statutory Regulations (adhered to within this Policy and Procedures):

- Health and Safety at Work etc. Act 1974.
- Building Regulations (England & Wales) 2000 (2002 Edition).
- The Gas Safety (Installation & Use) Regulations 1998.
- The Gas Safety (Management) Regulations 1996.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995.

In adopting these policies and procedures, the Gas and Electrical Testing Division of Derby Homes Limited (DHL), acting as Managing agents for Derby City Council (DCC) has the following objectives:

- To ensure, as far as is possible, that all gas appliances used in properties owned by DCC and for which DCC as landlord has a responsibility, are in a safe condition and that all the occupants of and persons visiting these properties are in no danger from such appliances.
- To set out the legal obligation imposed upon the Council in connection with gas appliances within the properties owned by the Council.
- To set out the obligations which the Council owes to the tenants of such properties and others.
- To set out a procedure which will enable the Council to meet its obligation on safety?
- To ensure that all persons who are involved with the installation, inspection and servicing of gas appliances are properly trained accredited and hold current membership of an approved gas registration body e.g. Gas Safe Register.

4. Statement of General Policy

Derby Homes Limited (DH) as managing agents for DCC is aware of its statutory responsibilities and duties to its tenants, both internal and external and acknowledges that certain items of equipment may be the responsibility of other individuals/tenants.

The Gas Safety (Installation and Use) Regulations 1998 Regulation 36 sets out what responsibilities the Council owes as a Landlord.

The Council has no legal responsibility to have relevant checks carried out to any gas appliances the tenant is entitled to remove from the relevant premises, however:

- in order to ensure clarity for service engineers, Derby Homes will carry out the relevant Regulation 36 safety inspection of all gas heating/hot water appliances installed by Derby Homes or any private installations adopted by Derby Homes after a full inspection, to ensure that the installation conforms to current regulations, manufacturer's instructions and is fit for purpose
- in the interests of safety, Derby Homes will carry out a visual inspection of tenants own gas cookers and fires.

If the engineer considers any appliance including those installed by the tenant to be, unsafe he should isolate and make the appliance safe and issue warning notice(s) informing the tenant of the unsafe situation. The information will be recorded on the Landlords Gas Safety Record.

Derby Homes Ltd. commitment to training and in particular the legislative training as required by the Accredited Certification Scheme for Gas Operatives ensures that our tenants are protected from the dangers that may arise from faulty gas appliances/installations. This is done by ensuring that the Supervising Officers and all Gas Maintenance Personnel, whose work falls within the scope of the current edition of the Gas Safety (Installation and Use) Regulations 1998, hold all necessary up to date certificates of gas competence.

Derby Homes Ltd. further protects tenants from danger arising from faulty gas appliances/installations by instructing all our Gas Maintenance Staff to comply with our Warning Notice Procedures and the full requirements of the current edition of the Gas Safety Regulations and all other standards and specifications, which may apply from time to time.

Derby Homes Ltd. will instruct all employees, including any sub-contractors, who may make or take reports on gas installations, that they are responsible for gas safety and that where a gas safety certificate cannot be issued to confirm the safety of installation(s), the Derby Homes Warning Notice Policy should be followed.

New Employee induction

All New Employees of Derby Homes Ltd are subject the following induction process before they are issued any work

- Derby Homes carry out pre-employment checks on the candidates qualifications and certificates
- Check gas safe register for any potential new employee
- Update Gas Safe register spreadsheet and record expiry dates and re-assessment dates of the new employee
- Issue GSIR book to the employee
- Update Gas Safe and order new gas safe register card for the new employee
- Plan paired work in for the engineer with both Quality Supervisor and other engineers until completion of the induction audit sheet has been carried out.
- Once the Quality Supervisor is satisfied that all the points on the induction audit sheet have been completed then the employee is issued with a calibrated gas analyser and allowed to work on their own
- The employee is then checked on a monthly basis within their Derby Homes probation period

If a contractor is employed Derby Homes also check the HSE website for any Gas enforcement notices that the contractor may have pending or inforce at both tender

and pre- contract meeting, if there are any issues this is discussed with the contractor before signing any contracts and this is reviewed regularly

The Contractor and their employees go through the same induction process as a new employee and their qualifications and certificates are checked at both the pre contract meeting and at the regular contract meetings.

Any new contractor employee used on Derby Homes work are checked on the gas safe register and given the induction process as above

5. Description of Service

This document illustrates the general procedure for the installation, maintenance and servicing of domestic gas appliances in accordance with associated manufacturers, statutory and regulatory legislation.

When any work is carried out in relation to gas appliances and other fittings, all Derby Homes gas operatives will be competent and hold a valid certificate of competence for each work activity that they undertake.

The valid certificate will have been issued under the Nationally Accredited Certification Scheme (ACS) for individual gas operatives. All operatives including sub-contractors are instructed to carry, at all times, a current Gas Safe Registration Card.

6. Gas Heating Installation Procedure

1. To remove as applicable existing system/equipment i.e. boiler, cylinders tanks, flues, radiators etc., and fit specified replacement gas fired central heating system including renewal of gas installation pipework, all in accordance with manufacturer's instructions, relevant standards and regulations. All work will be carried out in accordance with Derby Homes' Health and Safety Policies and Procedures.
2. The whole of the works shall be installed in accordance with the appropriate manufacturer's installation instructions and comply with the requirements of the Gas Safety (installation and Use) Regulations, current I.E.E. Wiring Regulations, current Building Regulations and all other stated Bye-Laws, Regulations and British Standards/Codes of Practice.
3. Before commencement and completion of the installation, the system will be flushed in accordance with the manufacturer's installation and commissioning instruction. When satisfactory results are achieved, a commissioning / benchmark certificate will be completed by the installation engineer who will sign and date as a true record of the test (this certification will be left with the tenant).
4. The engineer will instruct the tenant on the operation of the installation and provide a copy of the manufacturers operating instructions.

7. Gas Servicing and Repair Procedure

Instructions for the servicing, maintenance and repair of appliances/installations are as follows:

- 1.1. All servicing/repairs shall be carried out in strict accordance with the manufacturers/ appliance installation and servicing instructions. In the absence of instructions for example for discontinued older appliances or through manufacturers no longer trading, the general procedure may be used for appliances covered in the Derby Homes method statement (see Appendix 13) providing that the essential information is on the data badge attached to the appliance. However, where there are additional requirements specific to a particular appliance, these are to be addressed separately after the general procedure. For example the positioning of coals and matrix will require the manufacturer's installation/maintenance instructions for reference.
- 1.2. Whilst carrying out the annual gas safety inspection Derby Homes also carries out the inspection, testing and validation of the smoke alarms (see appendix 12) within each property, recording the expiry date of each alarm on the PDA. If the alarm is due to expiry before the next servicing date then the alarm will be replaced during the visit and the components updated. If the alarm is faulty then this will be logged on the PDA which sends a report to the electrical team in which they will then raise a job accordingly.
- 1.3. All works and materials will comply with the requirements of the Gas Safety Regulations and all other stated Byelaws, Regulations, British Standards and Codes of Practice.
- 1.4. Engineers using the mobile working solution will record the gas safety checks electronically and email a copy certificate of these checks for the tenant/responsible person to keep as a record of the work carried out. If the tenant/responsible person have not got an email address then the copy certificate will be posted out within 28 days All information will be kept for reference in the Derby Homes software database.
- 1.5. If an engineer encounters an open flued appliance and tenants are sleeping temporarily in a room containing an open flued appliance i.e. gas fire/back boiler unit with a gross heat input of more than 14 kilowatts, Derby Homes would then require the fire to be disconnected until the room is put back to normal use.
- 1.6. Where it is not possible for the gas engineer to carry out a soundness/tightness test and ensure gas safety, for any reason, i.e. no credit in gas meter etc., the engineer must insert a blanking disc into the outlet of the primary gas meter and a relevant paper warning notice completed (see procedure for when encountering a non-live gas supply which requires a tightness test).

The tenant/responsible person must be informed to contact Derby Homes as soon as the supply has been re-established and an engineer will be sent out to remove the blanking disc and carry out the necessary safety checks. A Landlords Safety Record will be issued by the engineer upon completion.

Note: When a gas engineer working for Derby Homes performs any work on a gas appliance, he will immediately thereafter examine:

- **the effectiveness of the flue**
- **the supply of combustion air**
- **its operating pressure or heat input or where necessary, both**
- **its operation so as to ensure its safe functioning.**

The results of the above tests will be added to the Landlords Safety Record. If a defective appliance/installation (unsafe situation) is found during 'gas work', guidance from the ****'Gas Industry Unsafe Situations Procedure'** (dealing with unsafe situations and noncompliance) must be adhered to (also see warning notice procedure)

1.7. Details of all work undertaken by gas engineers will be recorded on the Landlords Safety Record and job sheet including, job(s) completed, signature and start/finish date which forms a comprehensive record of that particular home (refer to Service Control and Administrative Procedure). Operatives who are using the mobile working solution will record these details electronically and the information will be held on the housing data base.

1.8. Derby Homes Ltd Warning Notice Procedure has been designed in a way, which allows the department to follow up on identified defects with a view to providing our tenants with an efficient and cost-effective solution. It complies with Regulation 26(9) and 34(1) of the Gas Safety (Installation and Use) Regulations 1998 and also the Gas Industry Unsafe Situations Procedures.

Classification of defective appliance/installation may fall within one of the following three categories:

- **Immediately Dangerous (ID)**
- **At Risk (AR)**

In the event of an appliance/installation being classed as **Immediately Dangerous or At Risk** then the following will apply:

- if classed as **ID**, disconnect the appliance/installation and cap off the gas supply
- if classed as **AR** turn off the appliance/installation
- attach a Warning Label (see Appendix 9) to the defective appliance/installation
- record details of the defect on a Warning Notice Report (see Appendix 8) signed and dated by the engineer and tenant. Pink copy to be kept by the installer and the white copy handed to the responsible person

- inform the responsible person of the defect found and confirm the reason for not reconnecting/using the appliance/installation.

If the tenant will not grant permission to disconnect and cap off their own appliance, inform the National Gas Emergency Service Call Centre and record relevant job document number/time of day (They have powers for disconnection).

Installations which are classed as **NCS** will be noted on the paperwork

For more detailed information on Unsafe Situations gas engineers must refer to the current Gas **Industry Unsafe Situations Procedures.(TB001)**.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995.

Note: Since 1 April 1996 the responsibility for the reporting of gas safety **RIDDOR** Situations has been placed on Registered Gas Installers, therefore when an engineer encounters a possible RIDDOR situation he/she will complete a Derby Homes 'Incident Report Form' (see Appendix 11). [Reportable incidents - RIDDOR - HSE](#)

The Gas manager is to be informed of the incident the same day and copies of the completed forms returned the next working day. The Gas Manager will complete a RIDDOR form electronically using the Incident Contact Centre [Report of a Dangerous Gas Fitting \(hse.gov.uk\)](#) within three working days of the incident. All records will be stored electronically in a central database as a PDF document.

Before removing a Warning Notice the gas engineer must:

- verify that the appliance or installation is now safe to use
- fully inspect the installation and carry out all necessary safety checks.

Should the appliance be safe to use then the Warning Notice can be removed and the tenant informed that the appliance/installation is now safe to be left commissioned and that Derby Homes are now authorising normal use. A Landlords Safety Record will be completed by the gas engineer.

2. Quality Control, Management Review and Training

2.1. The Gas Safety (Installation and Use) Regulations 1998, place responsibilities upon Derby Homes to ensure that all appliances are left in a safe condition. It would therefore follow that we exercise a legitimate interest in the manner that work is undertaken. This will be carried out in a meaningful and structured way i.e. the monitoring of gas work and the visual inspection of all completed work documentation.

2.2. Measurement (other than visual quality control of documentation) will be carried out in two ways:

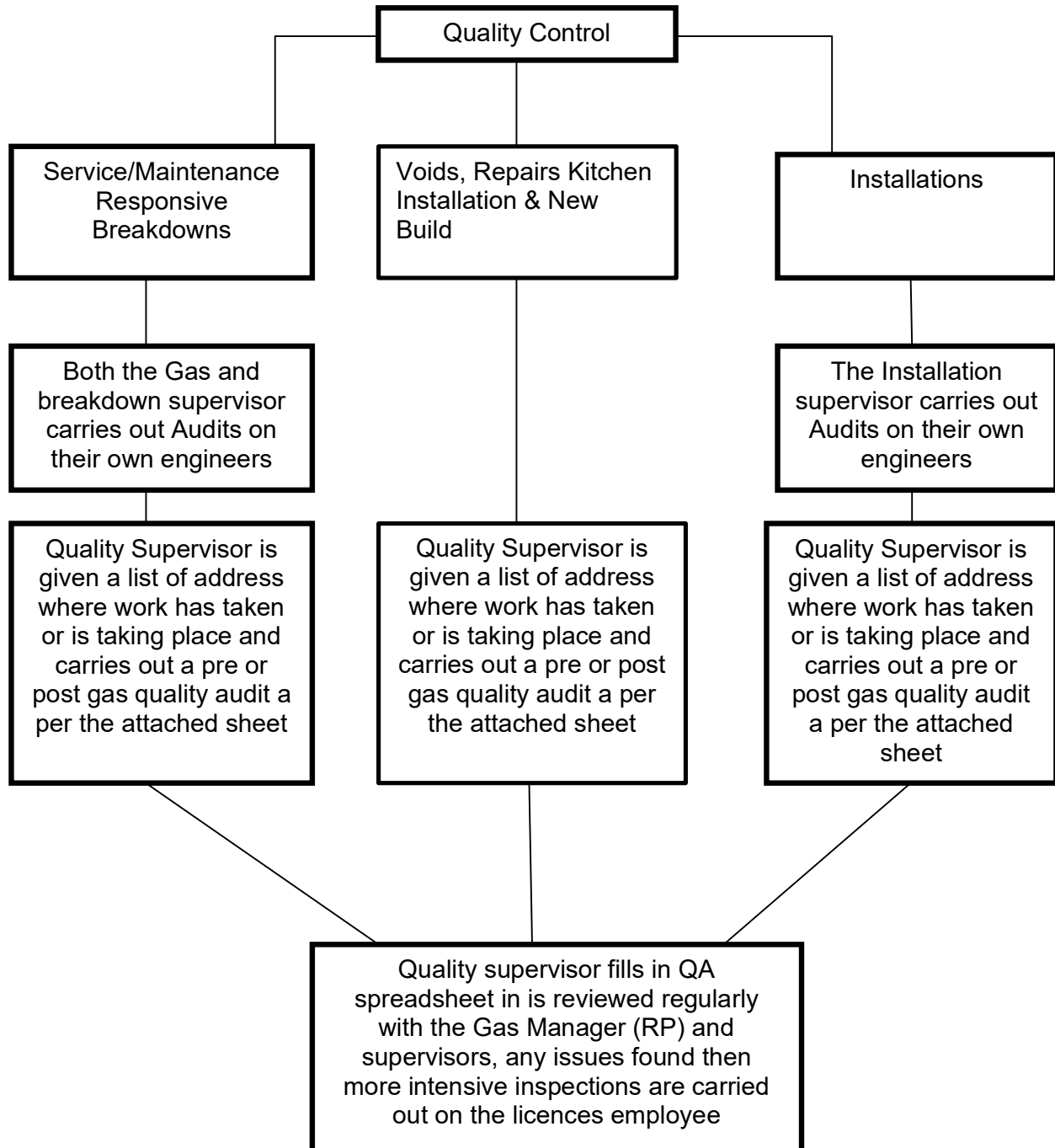
- the physical monitoring of work and the competence of individuals
- management review of performance feedback into the system for continued improvement via documentation.

2.3. Quality Checks include:

- Documentation (Landlord Safety Records & Warning Notice).
- Post inspection/Physical Work Check.
- Tenant Satisfaction.

2.4. Training of Current Gas Engineers

- Training will be in accordance with current ACS requirements.
- Product training will be ongoing and provided where necessary.
- On site tuition will be provided where considered necessary i.e. skills update on product changes technical updates etc.
- In house training will be provided where necessary to ensure gas operatives are kept informed of technical skills knowledge, awareness to changes in legislation, product updates etc.
- Apprentices will receive one to one tuition through job shadowing with trained gas engineers.
- All training will be ongoing to suit the needs of the service and current legislation.
- Engineers are given updates to the Gas and Building Standards, technical updates issued by Gas Safe and have access to all boiler manufacturer's instructions and updates either at the tool box talks or on a one to one basis.



Quality procedure

The Gas Safety (Installation and Use) Regulations 1998, place responsibilities upon Derby Homes to ensure that all appliances are maintained and left in a safe condition.

It would therefore follow that we exercise a legitimate interest in the manner that the work is undertaken.

This will be carried out in a meaningful and structured way i.e. the monitoring of gas work and the visual inspection of all documentation of completed work.

The initial approach is for a high level of quality visits to be carried out, reviewed and then maintained or decreased according to the findings.

The frequency and quantity of Quality Assurance checks will be proportional to the type, scope and volume of gas work undertaken, how much QA to carry out will be based on risk assessment findings.

Quality Assessments

The quality supervisor carries out regular in progress and post quality checks of the registered gas employees and completes a quality assessment form and monitors the result of the inspections.

These visits will consist of either a full strip down test on a post inspection which will include the 26.9 checks as per the gas safety regulations and a visual check on an in progress visit. The quality supervisor checks all the paperwork including warning labels and notices on both the in progress and post quality checks

The quality supervisor carries out an induction to the contractors who are employed by Derby Homes before they are allowed to work for them

The Quality supervisor will record all the post and in progress inspections on a spreadsheet which is shared by all the gas team

All the supervisors check the paperwork and certificates that the gas employees produce and meet regularly with the quality supervisor to discuss any issues they have with the employees and the Quality supervisor will set up a monitoring regime for any gas engineers that have any Gas issues over the past month.

This then fed back to the engineers at a one to one where gas performance issues are taken into account.

The breakdown and service supervisors check 100% of certificates and there is a spreadsheet in place which the supervisors fill in, this monitors any shortfall of certificate and the job will be not completed until the correct certificate is received

Contractors

Derby Homes carry out checks that potential Engineers or sub-contractors do not have any outstanding gas enforcement notices against them on procurement using the HSE website. The details of the Gas safe registered contractors and employees are

checked against the gas safe register that they are registered and qualified to do the work asked. This is ongoing throughout the length of the contract

The contractor is also subject to all of the quality assessment checks as above other than feeding the information back to the employees which is done by the contractors management from issues brought up either at the regular contract meeting or at any time where the supervisors feel there is an issue

3. Service Control and Administrative

		Responsible Person
3.1.	Servicing schedules are produced by the scheduler from Open Housing this will be automatically scheduled by DRS and given an appointments date. The system will produce an appointment letter automatically.	Scheduler
3.2.	All tenants will receive an appointment in writing up to 6 weeks in advance of when the servicing appointment is due. This appointment letter includes details of the appointment and a number to contact to rearrange the appointment	Scheduler
3.3.	The Optitime software keeps all the appointments electronically and automatically choses and engineer on the appointed day and time and sends the job through to the engineer to completed the work	Scheduler
3.4.	If access is gained and servicing is completed plus any necessary repairs (see Gas Servicing and Repairs section). A Landlord's Gas Safety Record is completed electronically and sent to the tenants email address, if this is not possible then the system will post out a certificate within 28 days	Engineer on-site
3.5.	If it is not possible for the engineer to carry out a full service/safety check of the appliance due to no gas (no credit in gas meter/quantum meter locked out etc.) the engineer will isolate the appliance and attach a warning notice. This will prevent the tenant from using the appliance/installation until all safety checks have been completed and gas safety confirmed.	Engineer on-site
3.6.	The Landlord's Gas Safety Record is filed electronically and on paper and will be retained for 2 years as per GSIUR 36(2c).Records generated by the mobile working solution will be held against the property in the housing protected data base.	Engineer on-site/ Scheduler
3.7.	A report generated from the Open Housing showing all current void properties will be run by the Scheduler and removed from the service schedule	Scheduler Voids team

	Whilst the property is vacant a full gas check is carried out on the property and any gas remedial works are carried out at this time once this gas check is completed the Voids Team will update the servicing details to Open housing, and the landlord Gas safety certificates are uploaded to the electronic filing system (swordfish)	
3.8.	If on the first visit access cannot be gained, then a card should be left, stating when the next visit will be. This should be no later than 8 working days The engineer will update his tablet of the no access and the Open housing system will be updated automatically stating a failed call and put it at stage 1 no access Alternative appointments can be made by the tenants phoning the number on the no access card	Engineer-on-site Scheduler
3.9.	If there is no access on the 2 nd visit the engineer will inform the Scheduler put a sticker on the door and photograph this. On the sticker will be another appointment for 8 working days time. Alternative appointments can be made by the tenants phoning the number on the no access card The information is then updated with the photograph on the tablet and the Open Housing system is updated automatically and puts the property at stage 2 no access	Engineer-on-site Scheduler
3.10.	If there is no access on the 3 rd visit the engineer will check if the sticker has been removed and inform the scheduler that there is a further no accessthe information is then uploaded to Open housing and it appears as stage 3 no access	Engineer-on-site Scheduler
3.11.	Letter 3 is then sent stating that Derby Homes have had three failed attempts to gain access and that it is now being passed to legal to gain access through the courts and the letter asks them to contact Derby Homes within 14 days	Scheduler
3.12.	At this time information is sent to the local housing office who will carry out all relevant checks to see if there is any reasons that Derby Homes cannot gain access, if there is no reason why then the Housing Manager will commence proceedings against the tenant. The scheduler will also send the job to the contractor, who carries out difficult to access properties, who will try to gain access out of hours and weekends	All Parties

	If access is gained then all proceedings will stop but notes will be put on the system to say that access was difficult and went through all stages before access was granted, this allows the housing management team to monitor the tenant and use the information as evidence for any other breaches in the tenancy	
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HEALTH AND SAFETY

Regulation 39 of The Gas Safety (Installation and Use) Regulations 1998 states that, provided the landlord can show all reasonable steps have been taken to prevent the contravention of Regulation 36, no further liability exists.

By adhering to the Service Control and Administrative Procedure section above, Derby Homes will have demonstrated that all reasonable steps have been taken to gain access

4. Performance Management and System Review

- The system operated by Derby Homes, on behalf of Derby City Council, for the installation and servicing of gas appliances/installations will be continually reviewed and monitored. This will allow for weaknesses to be identified and improvements to be made through continuous development and training.
- The system will ensure that levels of tenant satisfaction are closely monitored and that the needs of tenants are met through liaison with tenant groups and tenant panels.
- A monthly report will be prepared for the Service Manager and will outline performance:

Gas Servicing Performance - Data

Monthly DATA
No. of properties with a valid Certificate (i.e. Less than 365 days old)
% of properties with a valid Certificate (i.e. Less than 365 days old)
No. of properties with an invalid Certificate (i.e. More than 365 days old)
No. of properties completed within 365 days of the previous Certificate

QUARTERLY DATA AS ABOVE

ANNUAL DATA AS ABOVE

5. Classification of Defective Appliances/Installations

Immediately Dangerous (ID)

The most serious category, DHL will on **ALL** occasions have the appliance or installation immediately disconnected from the gas supply, and the gas engineer will inform the tenant that the appliance or installation has been disconnected to prevent an **immediate** danger to life and property.

The gas engineer will complete a 'Warning/Advice Notice' (see Appendix 8), ask the responsible person to sign the document and provide them with a copy.

The gas engineer will also attach a Warning Label (see Appendix 9) to the appliance/installation.

At Risk (AR)

The next most serious category, the advice given by the gas engineer to the tenant in this situation is that the appliance or installation, if operated may lead to a situation which **could create** risk to life or home. The engineer will on **ALL** occasions turn off the appliance, complete a Warning/Advice Notice reporting form, asks the responsible person to sign the document and issue a copy.

The Engineer will also attach a Warning Label to the appliance.

Not to Current Standards (NCS) This is now covered in TB001 2016

Any existing appliance or installation, which cannot satisfy all current regulations, standards and specifications or codes of practice but constitutes neither an Immediately Dangerous nor an At Risk situation, will fall into this category. Standards for gas work are regularly reviewed and improved following research, incident experience or changes in technology.

Gas installations are required to meet those standards and legislation. If following changes in standards and legislation, those installations are considered safe for continued use, with few exceptions, there is no requirement for them to be upgraded. Nevertheless, gas engineers should assess existing installations against current standards and requirements and providing the installation is operating safely, make a judgement about what advice to give the gas user or responsible person.

The advice given in this situation that the appliance or installation may require some rectification works to bring it up to the required standards but that it is still safe to use until these works are completed. A Warning Notice will not be raised; however, the particular details should be clearly indicated on the Landlord's Gas Safety Record.

6. Procedure when encountering a Non-Live Gas Supply which requires a Tightness Test

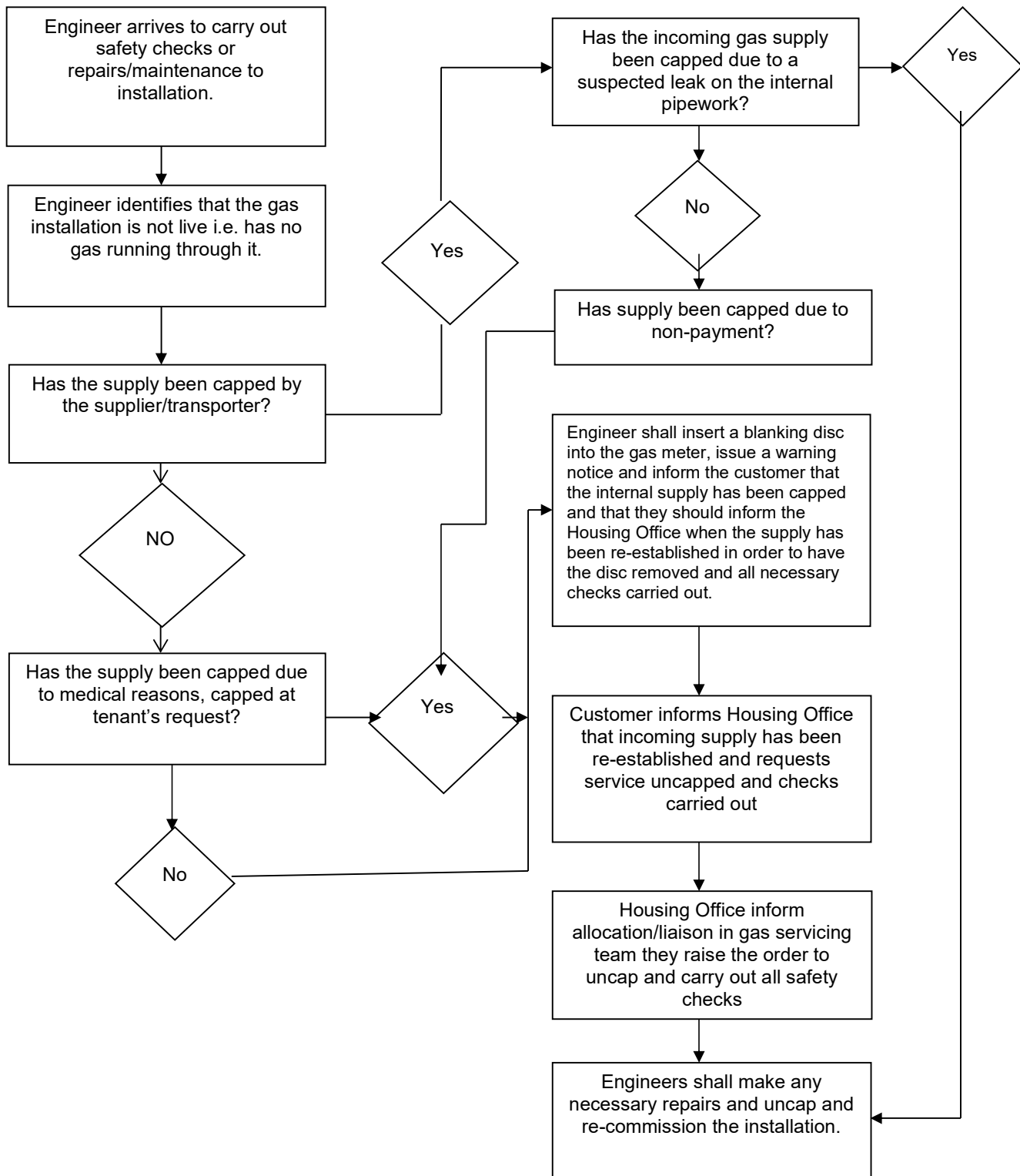
When the gas engineer is unable to carry out a gas tightness test on the installation pipework for any reason i.e.:

- the gas supply has been disconnected or capped off externally by National Grid due to non-payment
- the supply has been capped at the tenant's request
- the tenant does not use the heating for medical reasons etc.
- the home is fitted with a prepayment meter upon which there is no available credit,

the following procedure must be followed:

- the engineer shall insert a blanking disc into the outlet side of the primary gas meter
- the engineer shall issue a warning notice, informing the tenant that the supply has been capped and they should inform housing repairs when the supply has been re-established in order to have the disc removed, pipe work tested and any appliances serviced.

Procedure when encountering non-live gas supply

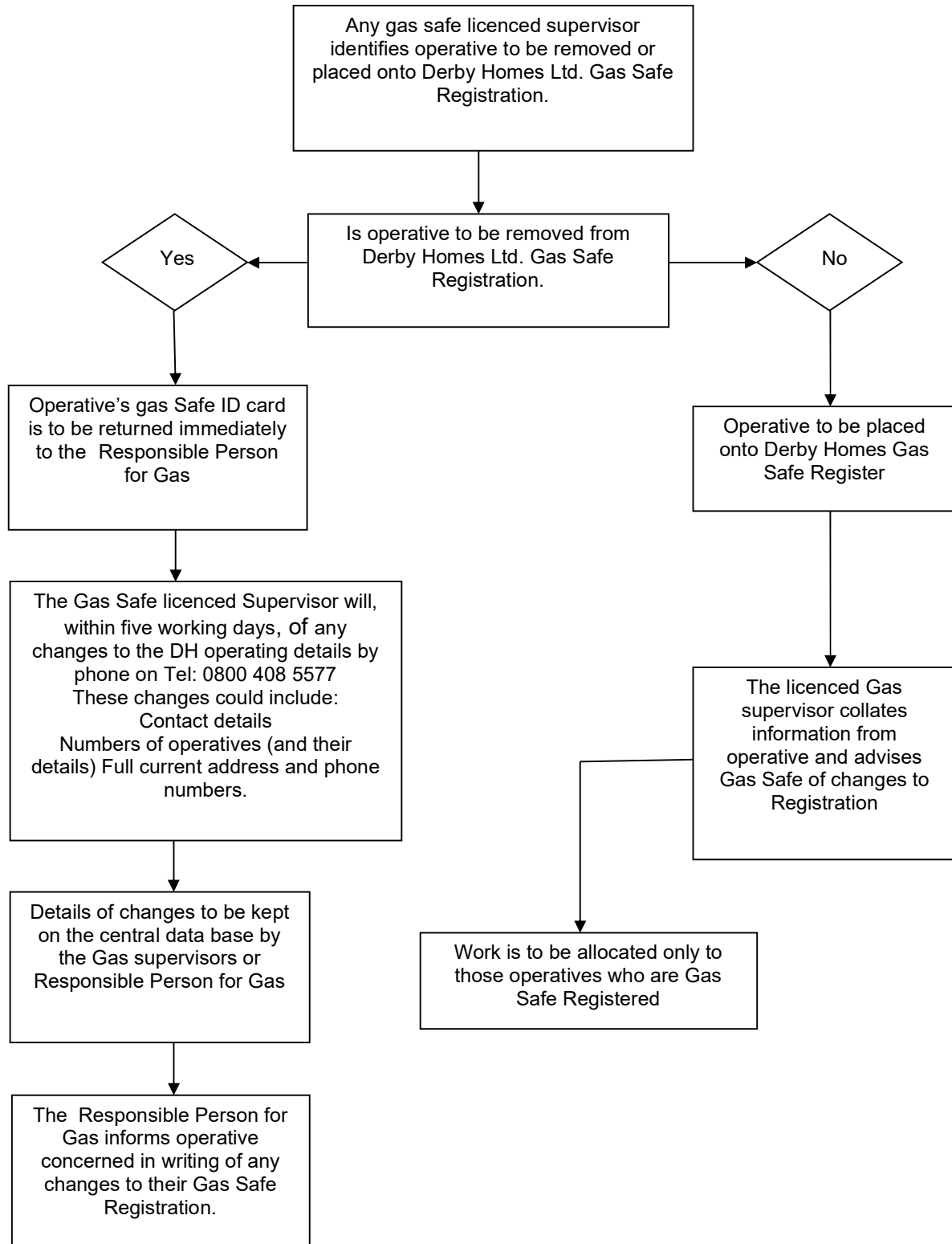


7. Procedure for Notifying changes to Business Profile

- All supervisors registered with Gas Safe will identify operatives to be removed from or placed onto Derby Homes Gas Safe Registration.
- When operatives are removed from the registration, his/hers Gas Safe identification card will be returned immediately to the Responsible Person for Gas.
- Gas Safe Register head office will be advised within five working days, by the Gas supervisor or responsible person of any changes to the Derby Homes operating details by email to: register@gassaferegister.co.uk or by phone on 0800 408 5577

These changes could include:

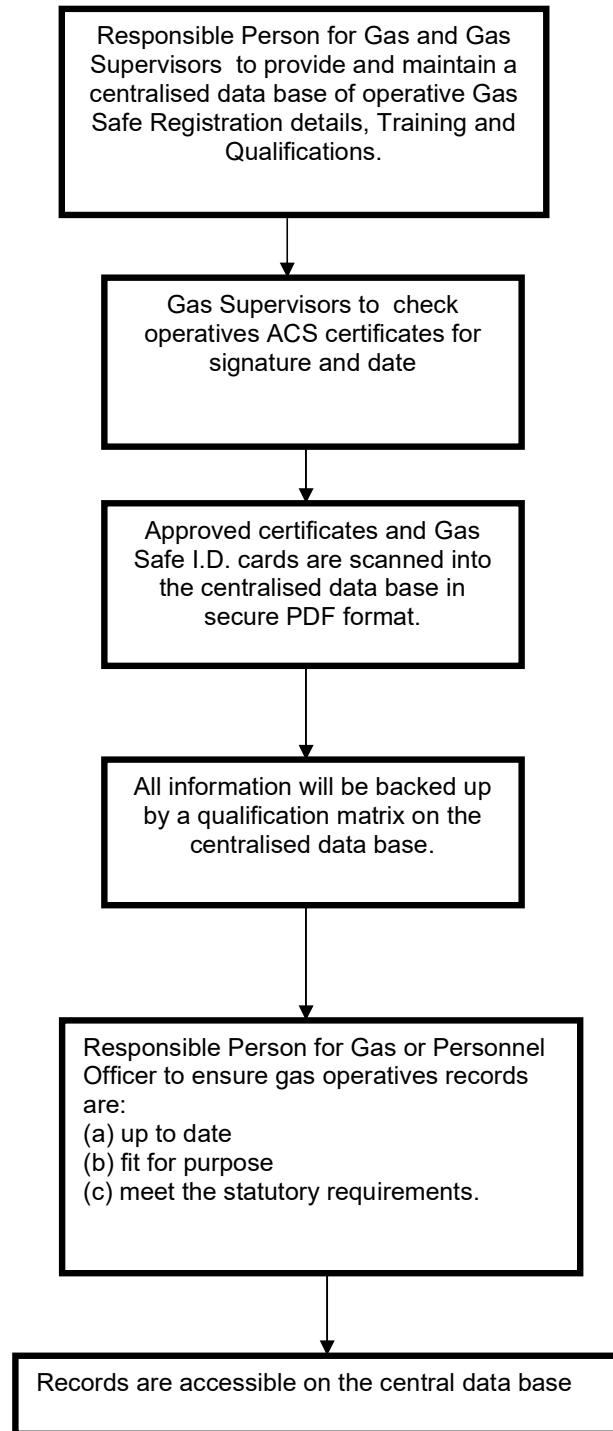
- contact details
 - numbers of operatives (and their details)
 - full current address
 - phone numbers.
- Details of changes to be passed to Responsible Person for Gas at the time of submission in order to ensure the correct allocation of gas work.
 - Operatives concerned are to be informed in writing, by the Responsible Person for Gas of any changes to his/hers Gas safe registration.



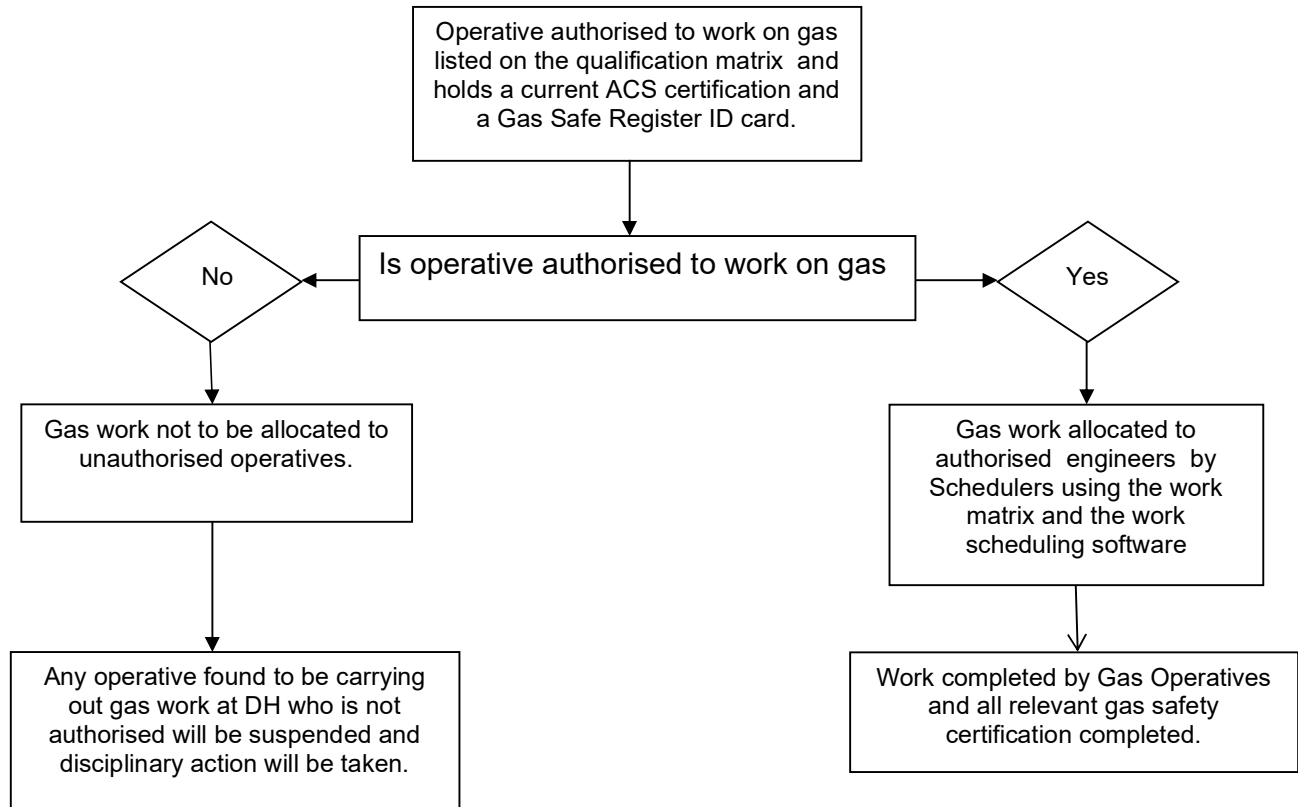
14.Procedure for Recording Gas Safe Registration, Training and Qualification Details

- The Gas supervisors will provide and maintain a centralised database of operative's Gas Safe Registration, Training and Qualification details.
- The Gas Supervisors will check that all ACS certificates have been signed by the operative before processing.
- A scanned copy of certificates and Gas Safe I.D. cards (I.D. cards to be scanned both sides) will be held on the centralised database in secure PDF format to prevent tampering.
- All information will be backed up by a qualification matrix held on the central data base; this will assist the Responsible Person for Gas and the schedulers with the allocation of gas work and identify ACS training requirements.
- The Responsible Person for Gas to ensure gas operatives training records are:
 - up to date
 - meet the statutory requirements
 - fit for purpose.
 - All relevant users of the service are kept up to date on what each engineer is allowed to work on

Procedure for Recording Gas Safe Registration, Training and Qualification Details (Cont)



15.Procedure for the Authorisation of Gas Operatives to work on Gas Installations



16.No Access Procedure – Gas Servicing

Gas Safety Check Access Procedure

Background

Under the Gas Safety (Installation and Use) Regulations 1998, Regulation 36 requires all landlords to carry out annual gas safety checks to all domestic properties they own with a gas supply.

The regulations require the landlord to take all reasonable steps to ensure access to its properties for safety checking. but does not allow making arrangements for forced entry until all avenues have been investigated. This may include but is not limited to giving written notice to a tenant explaining the reasons why access is required and requesting arrangements to be made (at a mutually agreed date/time). It would also be reasonable for us to visit a tenant personally to make this arrangement if there is no response to written requests.

Tenants should co-operate with landlords in allowing the necessary access to their accommodation. However, landlords should keep a record of their actions in case a tenant refuses entry and it is necessary to demonstrate the steps taken to discharge their duties.

To ensure that Derby City Council meets these obligations under the gas regulations, Derby Homes implements the following procedure on its behalf.

Gas Safety Check Access Procedure

1. On a weekly basis the Gas Servicing planners will produce a scheme from open housing taking the historical data of the last service date as the target date, this will include properties that have previously been capped for a visual inspection only, this will be produced five to six weeks before the target date.
2. Once the scheme is in the system it automatically creates job numbers and is scheduled into the diaries at 2 am the following morning. Once scheduled a first appointment letter is automatically generated and is posted to the property at least 2 weeks prior to the appointment.
3. The letter contains details of the appointment (giving the tenant an all-day call) a phone number and email address to enable the tenant to rearrange the appointment, if it is not convenient. The letter is stored on swordfish and can be provided as evidence for breach of tenancy.
4. Two days before the visit an automatic text (where a number is available) is sent to the tenant
5. An Engineer from the Gas Servicing Team will attend the property on the date of the appointment. If access is not available a calling card is left (1st calling

card). The card advises the tenant that an appointment has been arranged in 10 days' time.

6. At the rearranged appointment date an Engineer will visit to carry out the safety check. If access is still not available an adhesive warning notice will be attached to the door and frame, covering the lock. The warning notice will contain details of a specific appointment (usually within 8 days of this visit) and a contact number for rearranging this appointment if need be a confirmation letter id sent automatically by the system and stored in the electronic library (swordfish)
7. At the rearranged appointment date (unless the tenant has rang to rearrange the appointment date) an Engineer will visit again to carry out the safety check. If access is still unavailable a photograph is taken of the sticker for evidential purposes. On receiving this information from the engineer, the Gas planner will investigate Open Housing on the CRMs/diary notes for any issues of age or the property becoming Void, they will also check with the engineers if the gas meter is accessible from the outside so that the Gas meter can be capped if requested.

The planners will also contact the Area Housing Manager at the relevant Housing Office for more information. It is expected that if no reason can be found for the appointment not being completed and there being no contact from the tenant that the Area Housing Manager will instruct an officer to implement the abandoned property procedure. If the property is found to be abandoned the safety check will be completed at the void property stage.

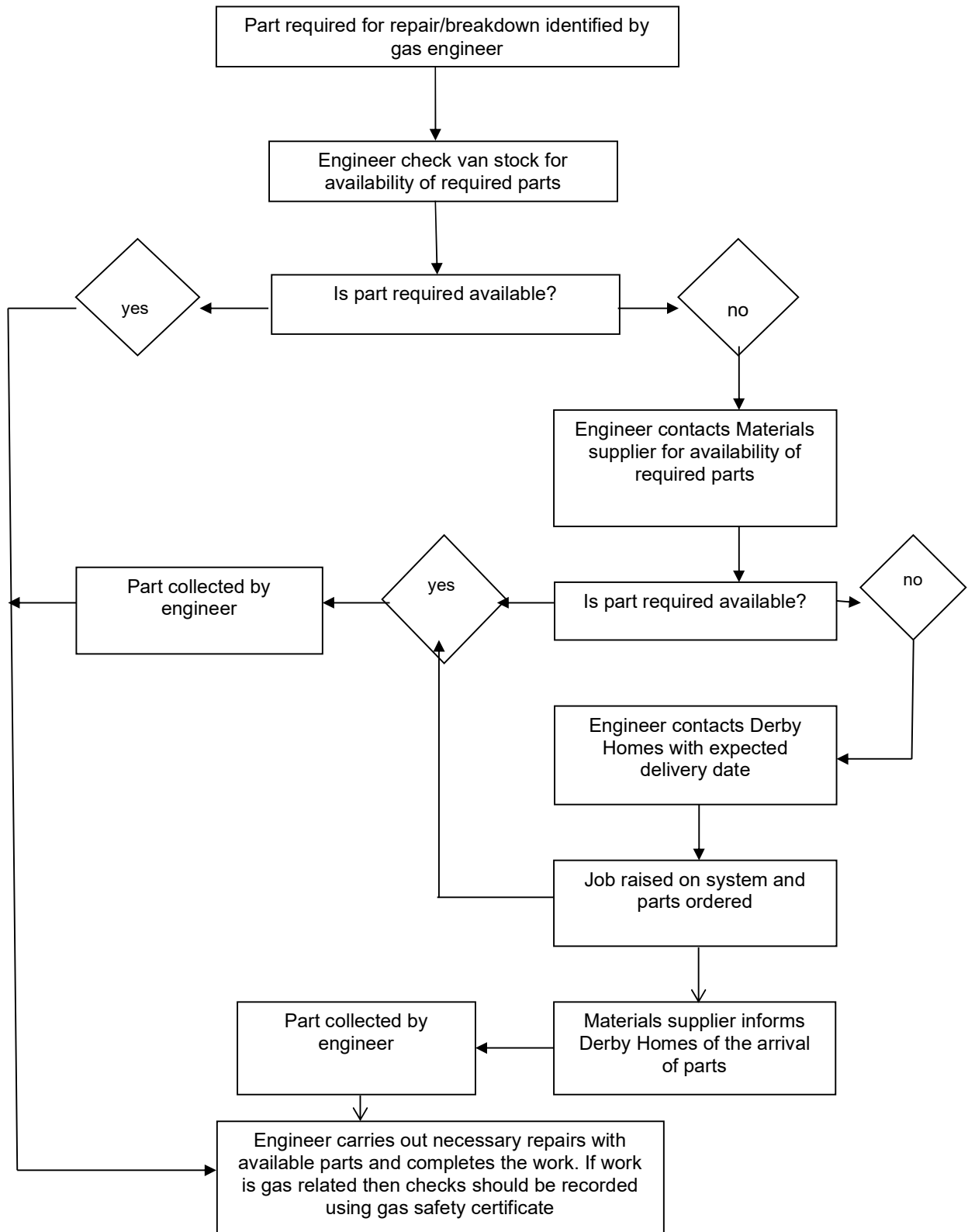
8. At this time a job is placed with the contractor to carry out the hard to access visits on the property.
9. A letter is sent by the Gas Servicing Team to the property. The letter informs the tenant that three attempts have been made to gain access to carry out a safety check and advises the tenant what action can be taken for not complying with condition 4.11 of the tenancy agreement. The letter will also explain that to avoid further action the tenant will be required to contact the gas team within 14 days to arrange access (3rd letter).
10. If after 14 days, the tenant has not granted access, or the contractor has not gained access the Gas Servicing Team informs the appropriate Area Housing Manager that access has not been made available so that legal action can commence. The Gas Servicing Team will complete the Actions Taken template which gives details of the attempts to gain access and forward this to the Area Housing Manager.
11. The Area Housing Manager will ensure an officer from the relevant Housing Office checks whether there are any other tenancy breaches to be taken into consideration. The officer will then be instructed to complete the Equalities Act checklist and use the Actions Taken template to help populate the NOSP template and the Injunction template.

12. Once all appropriate paperwork is completed the officer will serve the NOSP. The officer will also pass the completed Injunction template to Legal Services who will check the case, obtain a court date, attend court and gain an injunction to gain access on a specific date.
13. If an Injunction is granted an Engineer will visit the property on the date specified by the Court and completes the safety check. If access is still not available, the officer from the relevant housing office will be informed
14. The officer will then complete the Witness Statement template and pass this to Legal Services to obtain a Court date for a possession hearing.
15. If the possession order is granted and the keys are not returned, or any terms imposed by the order are not met the relevant housing office will request an eviction warrant. Upon possession of the property the safety check is completed.
16. Should an injunction or possession order not be granted by the Courts, the gas transporter is contacted and informed that a potentially unsafe situation may exist.

17. Procedure for the Procurement/Provision of Spare Parts

- Gas service engineer identifies parts required
- From their van stock the part should be available, these are renewed automatically from the PDA every time an engineer uses a part
- If the part required is not kept on the vehicle the engineer will contact our materials supplier for availability of part/s required.
- They will inform the Gas scheduler's of the intended delivery date who in turn will raise a job and notify the tenant
- The materials supplier will inform the scheduler when the parts have arrived in store
- When the parts are available they are collected by the engineer who then carries out the repair.

Procedure for the procurement of spare parts and equipment (cont)

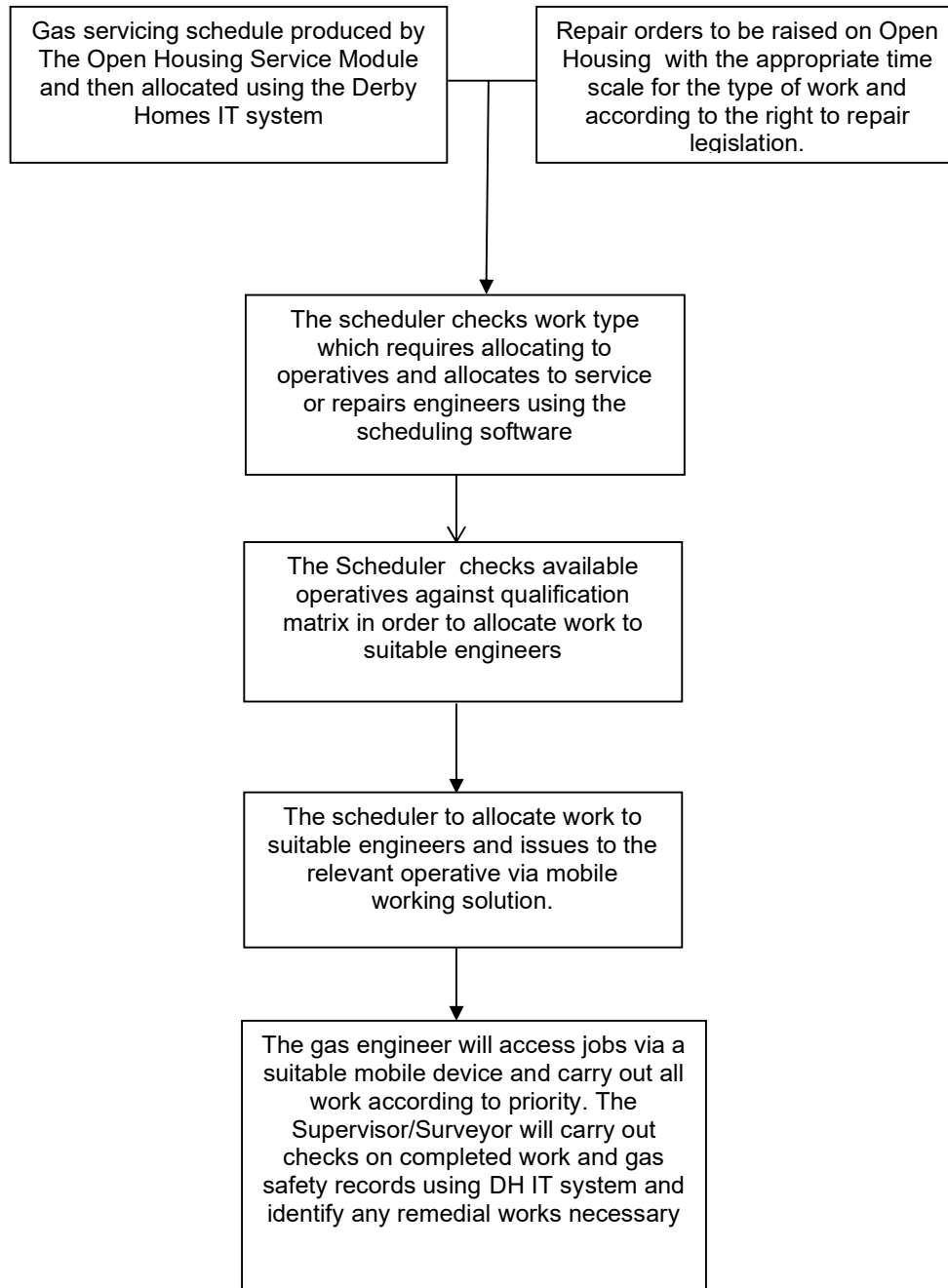


18.Procedure for the Allocation of Gas Work

Regulation 39 of The Gas Safety (Installation and Use) Regulations 1998 states that, provided the landlord can show all reasonable steps have been taken to prevent the contravention of Regulation 36, no further liability exists.

- Servicing schedules are produced by the Scheduler from the Open Housing service module.
- The tenant will receive confirmation in writing beforehand when either servicing or breakdown work is ordered is to be undertaken
- The scheduler checks work is allocated to suitable engineer through either the scheduling software or the qualification matrix and issues it to them via Derby Homes IT system.
- The gas service and breakdown engineers will access the work via a mobile device and carry out all work according to appointment/priority.
- The Supervisor/Surveyor will carry out checks of completed work and gas safety records and identify any remedial works necessary.
- Repairs orders are raised on Open housing with the appropriate time scale within the targets set by the right to repair legislation and passed to the scheduler to schedule the work to the engineers
- The scheduler checks work is allocated to suitably qualified engineer using the qualification matrix which in turn is mirrored by the scheduling software and issues it to them.
- The gas repairs engineers will access the work via a mobile device and carry out all work according to appointment/priority.
- The Supervisor/Surveyor will carry out checks of completed work and gas safety records and identify any remedial works necessary.

Procedure for the allocation of gas work



19.Procedure for dealing with reported gas leak

When a gas leak or smell of gas is reported to either Derby Homes Customer Service team or Derby City Council Care Link the following advice will be given to;

- turn off the gas supply if this is possible
- ventilate the building
- do not use any electrical equipment or light switches
- do not smoke.

If the request in normal working hours Monday – Friday 8am-5pm the Derby Homes enquiry centre raises an 42 priority order with the Gas scheduler and an order for Cadent will also be raised by telephoning 0800 111 999

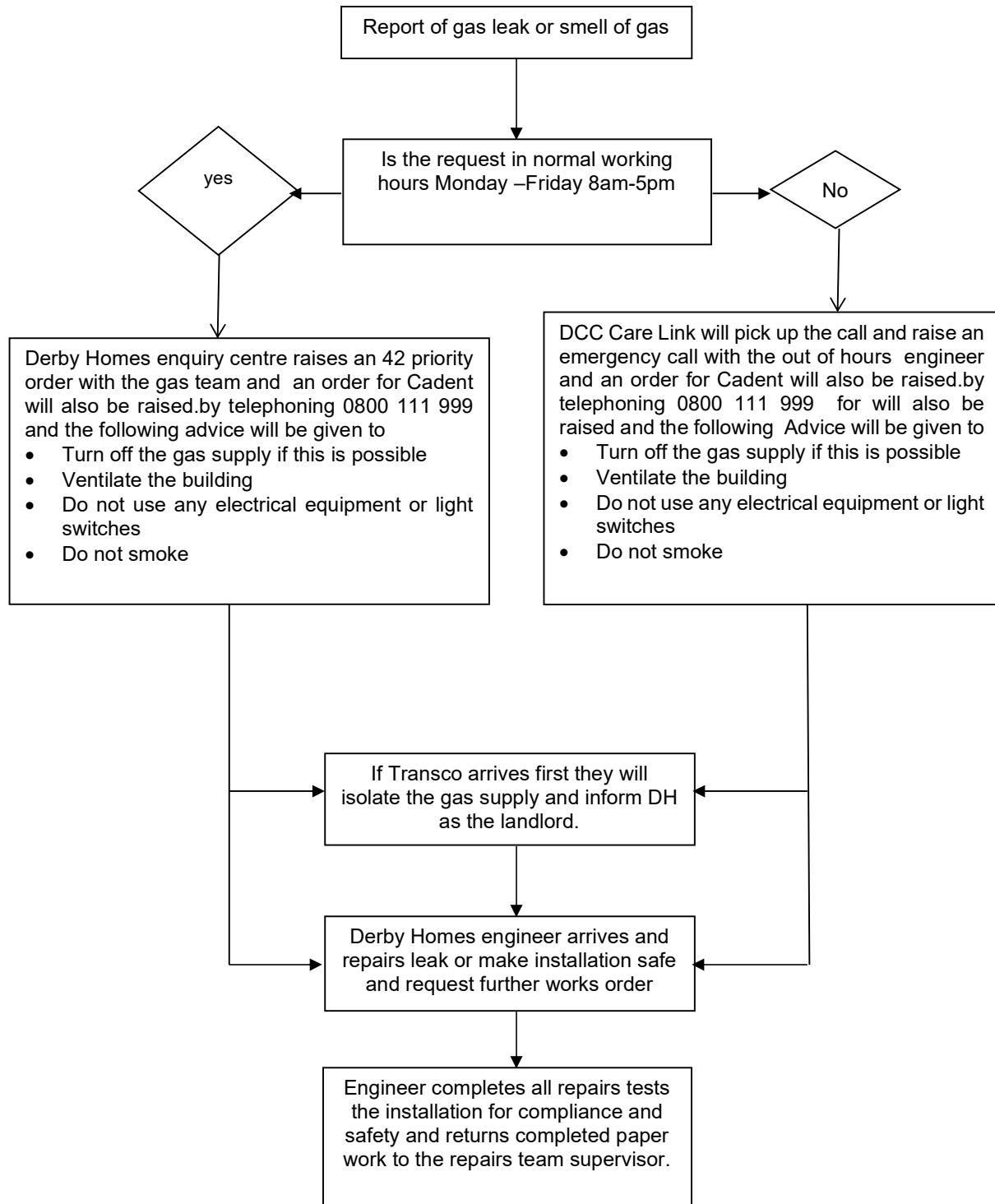
If the request is outside of normal working hrs Monday – Friday 5pm-8am and 24hrs over Saturday/Sunday, DCC Care Link will pick up the call and raise an emergency order with the out of hours engineer and an order for Cadent will also be raised by telephoning 0800 111 999

If Cadent arrives first they will isolate the gas supply and inform Derby Homes as the landlord.

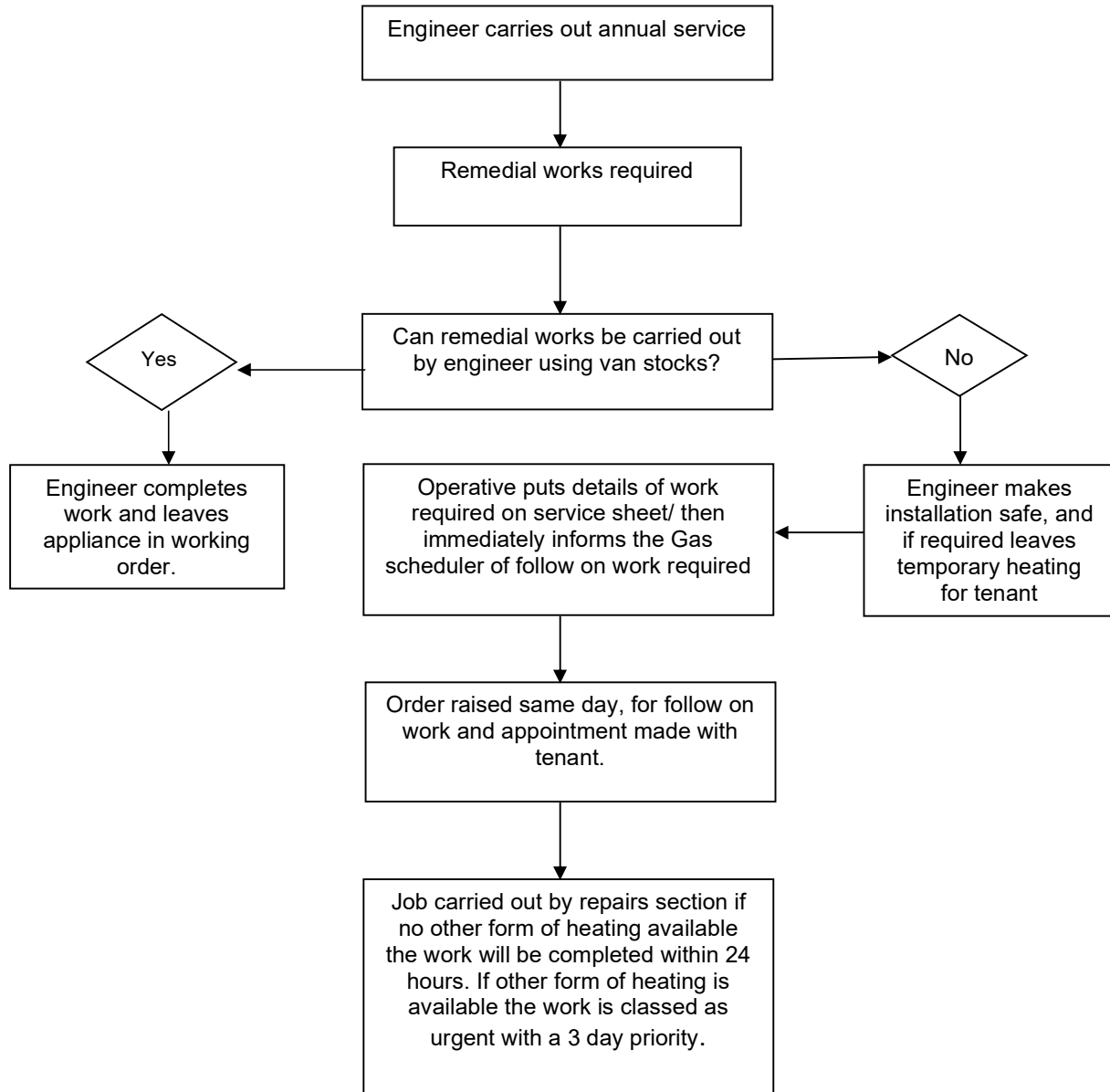
Derby Homes engineer arrives and repairs leak or make installation safe and request further works order

Engineer completes all repairs tests the installation for compliance and safety and returns completed paper work to the repairs team supervisor.

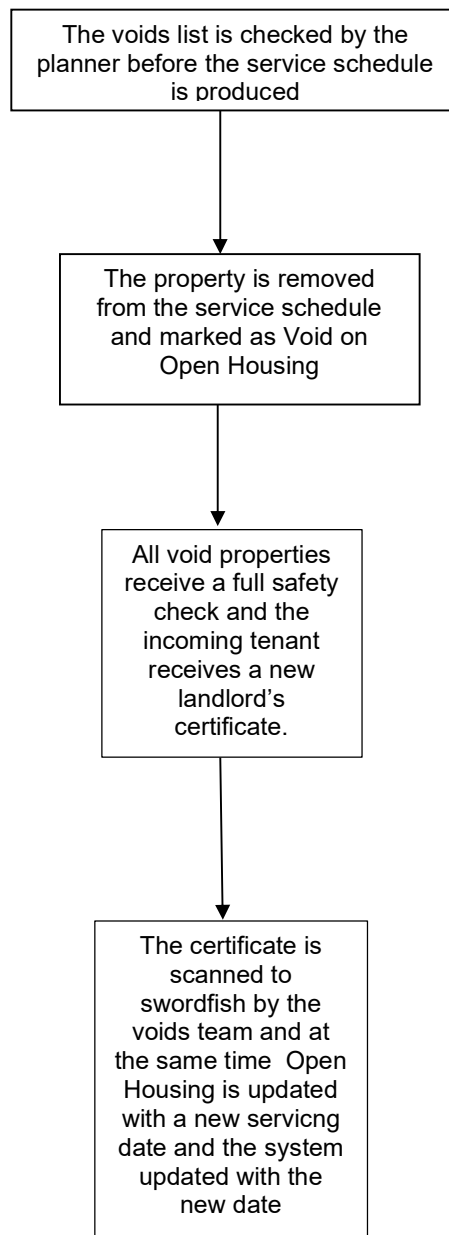
Procedure for dealing with reported gas leak



20.Procedure for follow on repairs raised by service engineer



21. Gas Servicing in Void properties an Mutual Exchanges



GAS SAFETY CHECK FOR MUTUAL EXCHANGE PROPERTIES

The Local Housing Office (LHO) will telephone the contractor directly when the gas inspection is required

The Contractor shall respond to the appointment. The contractor will:

- Attend the property on the appointed day
- Visually inspect the gas hot water & heating systems & identify any obvious major repairs required
- Visually inspect the property and rate the overall condition between 1 (good) & 4 (very poor)
- Record any defects and isolate appliances where necessary.
- Report back to the (LHO) any defects that require additional work before the exchange can take place
- (LHO) will raise any repair orders for additional works required and arrange any recharges before the exchange can be completed

Once both properties are ready for exchange:

The Local Housing Office (LHO) will notify tenants directly following the mutual exchange procedures.

Exchange dates are to be agreed between both tenants and the (LHO)

On the day of the exchange it is the responsibility of each tenant to ensure that any gas appliance owned by tenant i.e. gas cooker is removed by a competent person and that the property left in a safe manner.

It is also the tenant's responsibility to arrange for any gas appliance owned by them to be installed by a competent person.


Appendix 1

Gas Safety Landlord's Certificate Manual


Serial number: B

Landlord's Gas Safety Certificate

Note to landlord - please keep this certificate for at least 2 years after the date of inspection



DERBY CITY COUNCIL



derby
homes

This inspection is for gas safety purposes only in accordance with The Gas Safety (installation and use) Regulations 1994 and Amendments No 1 and No 2 1996. Flues were inspected visually and checked for satisfactory evacuation of products of combustion. A detailed internal inspection of the flue integrity, construction and lining has not been carried out.

LANDLORD DETAILS: Derby City Council, The Council House, Corporation Street, Derby, DE1 2FH																	
GAS CONTRACTOR DETAILS:												GAS SAFE REGISTRATION NUMBER:					
PROPERTY DETAILS:												NAME OF TENANT:					
SAFETY RECORD ISSUED BY:						SIGNATURE:					DATE OF APPLIANCE TEST:						
APPLIANCE DETAILS														Flue performance check			
	Landlord's appliance Yes/No	Inspected Yes/No	Appliance type	Location	Make	Model	Flue type OF/RS/FL	Operating pressure in mibars or heat input kW/h or Btu/h	Combustion analyser reading (if applicable)	Safety device(s) correct operation Yes/No/ NA	Ventilation provision satisfactory Yes/No	Visual condition of flue and termination satisfactory Yes/No /NA	Flue flow test pass/ fail/NA	Spillage test pass/fail/NA	Appliance safe to use Yes/No	Appliance been serviced Yes/No	
1																	
2																	
3																	
4																	
DETAILS OF DEFECTS AND REMEDIAL WORK NEEDED										REMEDIAL WORK COMPLETED YES/NO		LABEL AND WARNING NOTICE ISSUED YES/NO		<div>Gas installation tightness test</div> <div>PASS / FAIL</div>			
1																	
2																	
3																	
4																	


NEXT SERVICE DUE WITHIN 12 MONTHS.

COPIES: White - Tenant | Green - Landlord | Blue - Contractor


Gas Safety Certificate 2010 | 00799 / 00969 07/11 Version 3.0 - Produced by Derby Homes Communications and Marketing team

Appendix 2

Gas Safety Landlord's Certificate PDA Style



LANDLORD/HOMEOWNER GAS SAFETY RECORD PAD
This inspection is for gas safety purposes only in accordance with the current Gas Safety (Installation and Use) Regulations. Flues were inspected visually and checked for satisfactory evacuation of products of combustion. A detailed internal inspection of the Flue integrity, construction and lining has not been carried out.

Job No 220370552


Tenant Details:		Landlord Details:		Contractor Details:		Additional Details:	
Name:		Name: Derby City Council		Name: Derby Homes		Gas Tightness Test	
Address:		Address: The Council House Corporation Street Derby		Address: 839 London Road Derby		MG UPDATED	
PostCode:		PostCode: DE1 2FS		PostCode: DE24 8UZ		Pre tightness 20mb Pass Analyser Cap Yes	
						Tightness 20mb Pass Gas Test Nipple Yes	
						Gas Pipework/Meter installations, comply with current requirements? Yes	
						Warning/Advice Notice raised and warning labels attached? Yes	
						Cooker Stability Device Fitted? N/A	

Appliance Details												Flue performance check								
Landlords appliance	Inspected	Appliance Type	Location	Make	Model	Flue Type	Operating Pressure or Heat Input	Combustion Analyser Reading High	Ratio	Combustion Analyser Reading Low	Ratio	Safety device correct operation	Ventilation satisfactory	Visual condition of flue and termination satisfactory	Flue flow test	Spillage test	Appliance safe to use	Appliance been serviced	Visual Condition / Flame Picture	
1	Yes	Yes	Combi Boiler Domestic	Airing Cupboard	Vaillant	ECOTECPRO28	RS	27.64 KW	8.7%	.0008	8.2%	.0000	YES	Yes	YES	NA	NA	YES	Yes	YES
2	Yes	Yes	Gas Fire	Dining Room	Robinsonwiley	FIREGEM	OF	0 MB	N/A	N/A	N/A	N/A	YES	Yes	YES	PASS	FAIL	NO	No	YES
3	Yes	No	Gas Fire capped	Living Room	Baxi	BERMUDABBU	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Details of defects and remedial work completed			Property Additional Information			Detectors						
Reference	Fault	Remedial Action	Gas Boiler Location	Gas Meter Location	Gas Fire Capped?	Electric Fire?	Location	Appliance Type	Landlords appliance	Tested	Working	
1	GASFIRE	Failed spillage test	tenant wants electric fire	Ac	Outside	Yes repair required	No	Landing	Smoke Alarm	Yes	Yes	Yes
								Hallway	Smoke Alarm	Yes	Yes	Yes

DECLARATION OF GAS SAFETY: I, the gas operative, confirm that all the work described in this certificate and the commissioning of any appliance, flue or other gas fitting covered by this certificate, has been satisfactorily completed in accordance with the current Gas Safety (Installation and Use) Regulations 1998, appropriate standards and relevant manufacturer/industry requirements. The safety checks performed on any appliance/flue have addressed matters referred to in GSIUR 26(9) and any other relevant factors. All visual checks on appliances not owned by the landlord recording a YES to 'Appliance Safe' is based on a visual check for obvious defects only with no physical tests undertaken.

Engineers Report:	Tenant Signature:	Gas Engineer Details:	Gas Engineer Signature:
gas fire capped due too failing spillage test		Gas Engineer name	
		Gas Safe ID Card No:	
		Completion Date:	

Appendix 3

Gas Appliance Service Letters

Derby Homes Ltd 839 London Road Alvaston Derby DE24 8UZ		01332 888777	
		www.derbyhomes.org	
		ContactUs@derbyhomes.org	

Tenants name(s) Address line 1 Address line 2 Address line 3 Post code	Our Reference Gas Safety Check (Letter 1) Date Click here to enter a date. Contact Gas Team Telephone 01332 888777 E-mail Gas.servicing@derbyhomes.org
--	--

Dear tenants names

IMPORTANT SAFETY NOTICE – APPOINTMENT FOR GAS SAFETY CHECK

Derby Homes have a number of contractors and our own engineers carrying out gas safety checks and we have arranged an appointment for the safety check at your home on: **(appointment date)**

It is a legal requirement to carry out this check and it is part of your tenancy agreement for you to allow us access to do this work. **If this appointment is not convenient you need to contact us to rearrange at least 24 hours before your appointment.**

We need to carry out a check even if you have no gas appliances fitted. If you have a pre-payment gas or electric meter, you will need to have credit on both meters on the day of your appointment. Please ensure access is clear of items around gas appliances and animals are kept restrained whilst our engineer is at your home.

Please be aware that the Missed Appointment Scheme applies to this appointment and you may be charged £10.00.

All the engineers carry Gas Safe identification. If you are in any doubt about the identity of the engineer, or if you need to rearrange your appointment, please call Derby Homes on 01332 888777.

Yours sincerely

Gas Servicing Department

Appendix 4

Calling Card Gas Service



SAFETY CHECK - MISSED APPOINTMENT

☐ Gas
 ☐ Electric

Address

Contractor
 Engineer
 Date
 Time

Next Actions

Engineer to call again on _____

Send a new appointment by legal letter from Derby Homes

☐
☐

DMS411013

You will be charged £10 if you fail to keep your Safety Check appointment

Safety Check - Missed Appointment



☐ Gas
 ☐ Electric

We called today to Safety Check your home but you were out. **This is a breach of your warranty agreement.**

Address _____

Date _____

Time _____

Engineer _____

Contractor _____

Next Actions

Our engineer will call again on ☐

You will receive a new appointment by legal letter from Derby Homes ☐

Call us anytime to rearrange or make a new appointment

Derby Homes Enquiry Centre 01332 888777 | www.derbyhomes.org

Appendix 5

Notice of Failure to Gain Access letter (FTGA)

	Our Reference L3 No Access final Date Contact Gas Team Telephone 01332 888777 E-mail gas.servicing@derbyhomes.org
--	--

Dear

ACCESS FOR GAS SERVICING

We have contacted you on numerous occasions to ask that you allow access into your property, so that Derby Homes or our contractors can carry out the essential annual Gas Safety Check.

You have failed to allow access on at least two occasions. As you are in breach of your tenancy conditions, we will be preparing evidence for Derby City Council to take legal action against you.

The Council may apply for a court order for costs against you, which could be in the region of £500. Failure to comply with any court order may result in a fine payable by you and/or a prison sentence and/or possession of your home.

To avoid further action you are required to contact Derby Homes on 01332 888777 within fourteen days of the date of this letter to arrange an appointment to have the Gas Safety Check carried out. Should you then fail to allow access to your property, Derby City Council will have no alternative but to commence action in the Derby County Court.

Yours sincerely

Gas Servicing Department

Appendix 6

Letter 2

	Our Reference L2 No Access Date Contact Gas Team Telephone 01332 888777 E-mail gas.servicing@derbyhomes.org
--	--

Dear

ACCESS FOR GAS SERVICING

Derby Homes and Derby City Council have a legal duty to carry out a gas safety check at your home. Derby Homes gas engineers and Contractors carry out this work.

You failed to keep two appointments and a sticker has been left on your door with a return date.

If you need to change this new appointment date please contact us on 01332 888777 to give us at least 24 hours notice.

We are required by law to do this work and if necessary we will gain access through court action. Not allowing us access for this work is a breach of your tenancy agreement and may result in us issuing a Notice Seeking Possession of your home.


Yours sincerely

Gas Servicing Department

Appendix 7

Red Warning Door Sticker Notice

GAS SAFETY CHECK



Dear Tenant

You have failed to allow access on at least two occasions. We will return on the date shown to carry out the work. **This is the final visit we will make before starting legal proceedings against you.** If you know that you will not be able to allow access on this date it is essential that you call us on **01332 888777**.

Address


We will call again on:

Signed:


Date:

Appendix 8

Warning Notice




0013001



DANGER DO NOT USE

WARNING NOTICE

Where an appliance/installation has been identified as 'Immediately Dangerous' or At Risk, it should not be used until the situation has been resolved. However, in a limited number of situations, turning off the gas installation will not remove or reduce the risk. In such circumstances the engineer will explain the situation and advise on the necessary course of action to take.



No. 504175

Tenant/Property Details

Name:
Address:

Post Code:

Warning/advice notice details

Make/Model	Appliance Type	Location	Classification Type	Gas Escape	Meter Issue	Pipework Issue	Chimney/Flue	Ventilation	Other
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Defects identified on gas equipment

Gas Escape	Meter Issue	Pipework Issue	Chimney/Flue	Ventilation	Other
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Landlord Details

Derby City Council
The Council House
Corporation Street
Derby DE1 2FS

Details of fault(s) on gas equipment

Classification of safety category and Safety Action Taken

Please see classification category shown above under Warning / Advice Notice Details.

ID

The appliances / installation has been classified as 'Immediately Dangerous', disconnected from the gas supply and labelled 'Danger Do Not Use'.

AR

The appliances / installation has been classified as 'At Risk', turned off to make safe and labelled 'Danger Do Not Use'.

AR(R)

The appliances / installation has been classified as 'At Risk' but turning off will not remove or reduce the risk and hence must be referred to the appropriate organisation as advised for further assessment.

Contractor Details

Derby Homes
839 London Road
Derby DE24 8UZ

Other: _____

Detail what is required to rectify the unsafe situation

I confirm that the situations recorded above have been identified and brought to the attention of the Responsible Person in accordance with the Gas Safety (Installation and Use) Regulations and Gas Industry Unsafe Situations Procedure.

Gas Engineer Licence Number _____
Name (print) _____
Signature _____

I confirm that as the responsible person for this gas installation at the address detailed above I have been served this 'Warning Notice'. Note: As a gas appliance/ installation has been classified as either Immediately Dangerous or At Risk, as detailed above, continued use of the appliance/installation, after being advised not to do so, may be in breach of the Gas Safety (Installation and Use) regulations.

Responsible Person Name _____ Responsible Person Signature _____ Date: _____

The responsible person was not present. Where possible the gas installation has been made safe and this record has been sent to the property. ☐

Classification: OFFICIAL

45

Appendix 9

Danger Safety Warning/ DO NOT USE Sticker




Appendix 10

Do Not Undiscd Meter Sticker



Appendix 11

RIDDOR: Report of an Injury or Dangerous Occurrence F2508



Report of an injury or dangerous occurrence - F2508

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995

This form must be completed by the manager, officer in charge, head teacher or supervisor of the location, establishment or work activity. Write clearly in BLOCK CAPITALS. Report all incidents as soon as possible.

Part A About you - manager completes

1 Full name?

2 Job title?

I am the injured person's line manager ☐

I am the manager of the location where the accident happened ☐

3 Work telephone number?

4 Departmental address and postcode?

5 Type of work?

Local government ☐

Part B About the incident

1 Date?

2 Time? Use the 24-hour clock such as 0600

3 Did the incident happen at the above address?

Yes ☒ Go to question 4

No ☒ Where did the incident happen?

☐ elsewhere in the Council? Give the name, address and postcode.

☐ at someone else's premises? Give the name, address and postcode.

☐ in a public place? Give details of where it happened.

Part C About the injured person

If more than one person was injured in the same accident, attach the details asked for in Part C and Part D for each injured person.

1 Full name?

2 Home address and postcode?

3 Home phone number?

4 Age 5 Gender? M/F 6 Ethnicity

7 Job title?

8 Was the injured person - tick one box only

☐ a Council employee?

☐ a trainee? Give details?

☐ a volunteer?

☐ on work experience?

Part D About the injury

1 What was the injury? For example fracture, cuts.

2 What part of the body was injured? For example left hand, right eye?

3 Was the injury - tick one box only

☐ a fatality?

☐ a major injury?

☐ to an employee or self-employed person which prevented them from doing their normal work for more than 7 days?..

☐ to an employee which prevented them from doing their normal work for 7 days or less? Please state for how many days?

☐ to an employee which resulted in no lost time?

☐ to a member of the public which meant they had to be taken from the scene of the accident to a hospital for treatment?

4 Did the injured person - tick all boxes that apply

☐ become unconscious?

☐ need resuscitation?

☐ remain in hospital for more than 24 hours?

☐ none of the above?

Part E About the accident

Tick one box that best describes what happened.

☐ Contact with moving machinery or material being machined.

☐ Hit by moving, flying or falling object.

☐ Hit by a moving vehicle.

☐ Hit something fixed or stationary.

☐ Injured while handling, lifting or carrying.

☐ Slipped, tripped or fell on the same level.

☐ Fell from a height. How high was the fall? metres.

☐ Trampled by something collapsing.

Part F About what happened

Give as much detail as you can. For instance:

- the name of any substance involved
- the name and type of any machine involved
- the events that led to the incident
- what the injured person was doing
- the role of any other people.

Continue on a second sheet of paper if you need to.

Describe the practical action you have taken to prevent a similar incident happening again. This may include changing work practices, providing extra training or issuing additional protective equipment.


Part G Signatures

Manager or officer in charge

Injured person

Appendix 12

Fire Detection Certificate

Certificate Number <input style="width: 90%;" type="text"/>	Derby Homes Fire Detection Certificate					
Engineer Name	Signed	Date	Team			
Address						
Works Completed	Service	Repair	Replacement	Installation		
Installation New Installation <input type="checkbox"/> Addition to Existing Installation <input type="checkbox"/>						
<p>It is certified that the fire detection and fire alarm system at the above complies with the recommendations of BS 5893-6:2019 for design, installation and commissioning of a Category _____, Grade _____, System, other than in respect of the following variations:*</p> <p>_____</p> <p><small>Derby Homes policy states all new Fire Detection systems be a minimum standard of Grade 1 Category LD2</small></p>						
Details of Fire Detection Systems Components						
Location	Detector Type	Make and Model	Interlink Method <small>Hardwired or Radio Linked</small>	Installation Date	Service Date	Expiry Date

Appendix 13

Method Statement for gas work.

CHECK EACH APPLIANCE FOR CORRECT OPERATION, TEST SAFETY DEVICES AND VENTILATION AIR PROVISION.

PROCEDURES

1. Carry out servicing and testing of each gas appliance in accordance with the GAS INSTALLATIONS (SAFETY AND USE) REGULATIONS
 - a. Test operation of safety devices
 - b. Check that the correct level of ventilation is provided for the gas appliance
 - c. Prove that the flue is adequate and effective for the appliance to which it is fitted
 - d. Check the gas operating pressure and heat input is correct for the appliance
 - e. Check for any gas leaks to the system
2. If an appliance or installation is discovered which could cause immediate danger to life or property then the appliance is to be made safe immediately and the responsible person informed.

GENERAL

1. The procedures below relate specifically to gas installations.
2. Carefully inspect all operating components of the boiler installation and observe any deficiencies in operating conditions, readings of fixed or portable instruments, and for evidence of any damage or defects.
3. Where any maintenance work is carried out on a gas appliance e.g. clearing a blocked pilot jet etc. there is a requirement in the Gas Safety (Installation and Use) Regulations that requires an operative to examine: -
 - (a) The effectiveness of any flue;
 - (b) The supply of combustion air;
 - (c) Its operating pressure or heat input or, where necessary, both;
 - (d) Its operation so as to ensure its safe functioning
4. The operative must forthwith notify any defect to the owner responsible person of the premises in which the appliance is situated.

Fault finding

Fault finding should always be carried out in a methodical manner. The operation of appliance, burners, control taps, ignition systems, thermostatic controls and flame supervision devices are covered in the gas Safe technical bulletins and manufacturer's instructions. However, the following list helps to apply a methodical approach to fault finding.

General fault finding guide

1. Check with the customer to ascertain what particular problems they have been experiencing with the appliance. This will help to pin point any defects.
2. Check the location and general installation requirements for the appliance are in accordance with the manufacturer's installation instructions.
3. Where possible, always refer to the appliance manufacturer's installation/maintenance instructions as they often contain fault finding information including algorithms (flow charts) to guide the operative to a satisfactory conclusion. They may also contain specific information regarding the testing of and replacement of particular parts.
4. **Reports of fumes from any gas fire/boiler appliance must be investigated thoroughly in accordance with current regulations**

General procedure (for all appliances when applicable)

Where possible, always refer to the appliance manufacturer's installation/maintenance instructions. In the absence of instructions for example for discontinued older appliances or through manufacturers no longer trading, the following general procedure may be used for appliances covered providing that the essential information is on the data badge attached to the appliance. However, where there are additional requirements specific to a particular appliance, these are to be addressed separately after the general procedure. For example the positioning of coils and matrix will require the manufacturer's installation/maintenance instructions for reference.

Preliminary examination

1. Check with **the customer to ascertain any** problems they have with the appliance and/or heating system,
2. Check the location of the appliance is suitable.
3. Check for any damage that exists on the appliance and surroundings and advise the customer where appropriate before starting any work.
4. Check the operation of the appliance(s) controls, including thermostats, ignition systems and flame supervision devices.

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5. Check the appliance burner flame picture(s).
6. Where applicable, check that the electrical installation complies with the Requirements for Electrical Installations (**IEE Wiring Regulations** - BS 7671).
7. Check clearances from combustible materials e.g. compartments, shelving, cupboards etc.
8. Check the gas installation pipe work for exposure to corrosion/sleeving and clearances from electrical cables.

Full service

1. Isolate the appliance from the gas and water supplies and where applicable the electricity supply (see Electrical connections).
2. Because of the possibility of stray electrical currents, consideration should be given to attaching a temporary continuity bond to gas supply and appliance.
3. Remove the main burner for cleaning and wherever possible, the burner should be dismantled and any internal filter or lint arrester gauze removed. Cleaning should be as follows:
 - (a) All surface dust should be removed using a paint brush or similar.
 - (b) Using a combination of brushes, remove (dust and lint from within the primary air ports, venturi and burner(s)).
 - (c) Check all burner(s) for cracks and metal fatigue.
 - (d) Investigate the cause of any faults found in (c) above and correct. If the gas appliance burner is affected (see Flame reversal).
4. Remove and clean the main burner and assembly
5. Remove the pilot assembly — clean the burner and injector.
6. Check the pilot supply tube is clean and unobstructed.
7. Reassemble the burner(s) and pilot assembly.
8. Check the condition of ignition leads and alignment of the electrode.
9. Access the heat exchanger and thoroughly clean it using a suitable flue brush or tool check for any defects or cracks (see Heat exchanger).
10. Where applicable, examine and clean (where necessary), any fan associated with the appliance or flue.
11. Refit the burner assemblies and check all seals and replace as necessary.

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12. Test all disturbed gas joints for soundness using non-corrosive leak detection fluid.
13. If room sealed, check that the appliance case seals are in **good** condition, renewing any sealing material as necessary. Also ensure that the case itself fits securely and that all fixing bolts/screws are located correctly. (See also Reports of fumes from room-sealed appliances).
14. Restore the electrical supply.
15. If necessary, adjust the pilot flame to envelop the thermocouple tip. If the pilot light is extinguished, no attempt should be made to re-light the appliance for at least 3 minutes.
16. Test the Flame Supervision Device (FSD) for correct operation.
17. Re-light and check the appliance gas pressure(s), gas rate(s) or both in accordance with the appliance data plate and adjust as necessary.
18. Check the main burner(s) and pilot for satisfactory flame picture.
19. Check the ventilation requirements are correct and in accordance with manufacturer's instructions. See also the current British Standard for ventilation requirements: BS 5440-2 for further guidance.
20. Where applicable, carry out a flue flow and spillage test and check that the flue termination is correct.
21. Where applicable, check that the room-sealed terminal is installed correctly (a terminal guard should be fitted where necessary) and that no undergrowth will interfere with combustion and adversely affect flue performance.
22. Check boiler/system bypass valve is correctly adjusted (see System bypass).
23. If it is a sealed system, check that the pressure in the pressure vessel is correct and that the system pressure is adequate. (See System requirements - Sealed system).
24. Advise the owner responsible person of any appliance/installation defects in writing and where necessary. See Gas Safe technical bulletin TB001 unsafe procedures

Attention – Whilst there are no specific instructions for servicing a multifunction gas control valve, gas operatives should check that the control knob is free and easy to operate when depressing the pilot control knob to establish the control flame. Where this is not the case the plastic knob should be removed and a small amount of the control's manufacturers lubricating oil should be applied to the spindle. Failure to correct this fault could lead to a serious gas escape on the control.

Where gas appliances are fitted with an Atmospheric Sensing Device (ASD), these devices should be serviced strictly in accordance with the manufacturer's instructions. They are not field adjustable. This means that if a fault develops on, for example, the thermocouple lead, it may be necessary to replace the entire unit. Some manufactures recommend that the ASD be replaced every 5 years.

Note – Gas boilers connected to a fanned draught flue system should be checked to ensure that THE BURNER WILL SHUT DOWN IN THE EVENT OF FAILURE OF THE DRAUGHT (SEE MANUFACTURERS INSTRUCTIONS).

Where any room or premises is fitted with a fan (e.g. decorative re-circulating ceiling fan, an extract fan, or a fan incorporated within an appliance e.g. a tumble dryer) the operation should not adversely affect the performance of the flue when the appliance is tested in accordance with the manufacturer's instructions.

Combination boilers - For a combination boiler to perform to the manufacturer's specification, it is necessary to check and adjust the domestic hot water flow rate through the appliance. Manufacturer's instructions generally specify a preferred water flow rate in litres a minute raised by 35 deg. It will therefore be necessary to check this performance by using a weir gauge (or suitable measuring jug) and thermometer during the commissioning procedure. Always use a suitable thermometer, either electronic or mercury glass phial type. Place the thermometer in the water flow from a draw-off point and leave until the heater has reached its maximum temperature. Adjust the water flow to the heater as necessary against the manufacturer's specification.

Combined gas fire/back boiler/back circulators - Ensure builder's opening has been correctly constructed and sealed in accordance with the manufacturer's instructions. See also Boiler location - Builder's opening for further guidance. Examine the gas fire heat exchanger (BBU/back circulator installation) especially at the rear of the radiant's, logs or coals locations for cracks and general metal fatigue (see Flame Reversal) (also see Commissioning).

Heat exchangers - Some boiler/fire heat exchangers have flue ways that are both horizontal and vertical whilst others have flue ways that are difficult to reach and clean. It is important therefore when servicing such boiler/fires, particularly if the heat exchanger is full of soot, that all flue ways are clean. Failure to effectively clean these flue ways will restrict or prevent the products of combustion from passing through the heat exchanger, which will almost certainly result in the boiler/fire becoming blocked with soot once again. During this period the user may be in danger from carbon monoxide poisoning, especially from open-flued appliances.

Pre-cast flues and liners - A pre-cast flue system or liner serving a gas appliance may over a period of time become restricted with spiders' webs which may cause spillage of the products of' combustion into the room. Where this is suspected it will be necessary to clean the flue along its entire length.

System bypass - Central heating system checks. Some boilers, in particular low water content boilers, incorporate or require a system bypass controlled by a valve. The purpose of the bypass is to prevent water overheating and boiling causing noise (kettling) in the boiler. To avoid kettling, the bypass valve should be adjusted so that

the flow of water is always above the minimum required to prevent overheating of the boiler. The bypass is usually a minimum of 15mm size, positioned after the pump and installed/adjusted in accordance with the appliance manufacturer's instructions. Where a sealed system appliance is installed, check the water pressure is sufficient and all pressure and temperature safety valves operate correctly and discharge to a safe position.

CHECK EACH APPLIANCE FOR CORRECT OPERATION, TEST SAFETY DEVICES AND VENTILATION AIR PROVISION. GAS COOKERS ONLY

PROCEDURES

- Carry out servicing and testing of each gas appliance in accordance with the GAS INSTALLATIONS (SAFETY AND USE) REGULATIONS
- If an appliance or installation is discovered which could cause immediate danger to life or property then the appliance is to be made safe immediately and the responsible person informed.
- Check and test for correct operation of CO detectors

Servicing Gas Cookers

General procedure (for all appliances when applicable)

Where possible, always refer to the appliance manufacturer's installation/maintenance instructions. In the absence of instructions, the following general procedure may be used. However, where there are additional requirements specific to a particular appliance, these are addressed separately after the general procedure.

Preliminary examination

- (a) Where appropriate, carry out preliminary electrical checks.

Note: This work should only be undertaken by persons suitably trained to do so, using appropriate electrical test apparatus.

- (b) Check with the gas user to ascertain any problems they have with the appliance.

- (c) Check the location is suitable and any ventilation requirements (Refer to CORGI Gas Cookers and Ranges).

- (d) Check for any damage that exists on the appliance and surroundings and advise the gas user where appropriate before starting any work.

- (e) Check the operation of the appliance, control taps, ignition system and any flame supervision devices fitted.

- (f) Where applicable, check electrical installation complies with BS 7671 - *Requirements for electrical installations*.
- (g) Check the oven(s) burner flame stability on the lowest thermostat setting (bypass rate).
- (h) Particular attention should be paid to checking cooker grills for damage/interference with the flame (flame impingement) as poor combustion can result in the production of high levels of carbon monoxide (CO).
- (i) Check clearances from combustible materials e.g. kitchen cupboards etc.
- (j) Where appropriate, check the stability of the appliance including provision of a stability bracket or hook and chain.
- (k) Check the adequacy of the appliance installation pipe work and where appropriate, the flexible connection.

Full service

- (a) **Isolate the cooker** from the gas and where appropriate, electricity supply (see **Electrical connections** in this part).
- (b) Examine and clean all burner and flame retention ports. Ensure that the ports are not enlarged during cleaning.
- (c) Using a combination of brushes remove dust and lint from within the primary air ports, venturi and burner(s).
- (d) Clean burner injectors, ensuring orifices are not enlarged or damaged.
- (e) Where applicable, clean pilot burner and injector.
- (f) Ease and grease any stiff gas control taps (ensure correct grease type is used).
- (g) Check any ignition electrodes and high tension leads; clean and adjust as necessary.
- (h) Check internal oven seals for damage and check condition.
- (i) Reconnect gas supply and electric supply if applicable.
- (j) Test all disturbed gas connections for gas tightness using non-corrosive leak detection fluid (LDF).
- (k) Check appliance inlet burner operating pressure, heat input rating or where necessary both

- (l) Check all burner flame pictures are correct and that the flames are stable.
- (m) Test any flame supervision device in accordance with the manufacturer's instructions.
- (n) Check the operation of any safety cut-off device, i.e. hotplate fold down lid shutoff valve..
- (o) Check oven thermostat is working by turning to mark 5 and ensuring burner flames turn down usually after 10 - 15 minutes to by-pass rate
- (p) Check oven door seals.
- (q) Check the room ventilation is correct
- (r) In accordance with the GSIUR, the user should also be advised of any other appliance/installation defects in writing. See also Essential Gas Safety Book

Flueless appliances (additional checks)

- (a) Check the condition and location of any flexible hose connection and that the hose is the correct type for the gas being used.
- (b) Check that any grill frets are in good condition
- (c) Ensure pan supports are not damaged and that they are compatible with the appliance model. Wrongly sized or broken pan supports could interfere with combustion causing carbon monoxide (CO) to be produced.
- (d) Check where applicable that a stability device is fitted, secure and effective.

Poorly maintained cookers and grill frets in particular; have been responsible for a number of CO poisoning incidents. Extra care is needed when checking the operation of the cooker and grill as follows:

- *Ensure grill burner assembly is not damaged, cracked or distorted*
- *Ensure that any grill frets are in good working order and that they are not buckled, out of shape, damaged or out of line with the burner Ensure that any surface combustion grill gauze is not deformed, split or holed*
- *Remove any lint dirt/grease etc. from the injector and clean the injector ensuring the orifice(s) are not enlarged*
- *See also Essential Gas Safety Book (Second Edition) - Part 3 for further guidance.*

CHECK EACH APPLIANCE FOR CORRECT OPERATION, TEST SAFETY DEVICES AND VENTILATION AIR PROVISION. GAS FIRES ONLY

PROCEDURES

- Carry out servicing and testing of each gas appliance in accordance with the GAS INSTALLATIONS (SAFETY AND USE) REGULATIONS.
- If an appliance or installation is discovered which could cause immediate danger to life or property then the appliance is to be made safe immediately and the responsible person informed.
- Check and test for correct operation CO detectors

Servicing Gas Fires

Where possible, always refer to the appliance manufacturer's installation/maintenance instructions. In the absence of instructions, the following general procedure may be used for appliances covered. However, where there are additional requirements specific to a particular appliance, these are addressed separately after the general procedure. For example the positioning of coals and matrix will require the manufacturer's installation/maintenance instructions for reference.

Preliminary examination

- (a) Check with the gas user to ascertain any problems they have with the appliance.
- (b) Check the location is suitable (see Restricted locations in the GAS INSTALLATIONS (SAFETY AND USE) REGULATIONS.
- (c) Check for any existing damage to the appliance and surroundings and advise the gas user where appropriate before starting any work.
- (d) Check the operation of the appliance, control taps, thermostat, ignition system and any FSDs fitted.
- (e) Check the burner flame picture.
- (f) Where applicable, check that the electrical installation complies with current IEE Wiring Regulations.
- (g) Check clearances from combustible materials.
- (h) Check the condition of installation pipe work.

Full service

- (a) Isolate the appliance from the gas and, where applicable, electricity supply (see Electrical connections in this part).

- (b) Remove appliance from its location.
- (c) Remove radiant's, logs or coals if applicable.
- (d) Remove main burner and aggregate bed burner (if fitted) and:
 - i) Remove surface dust using a paint brush or similar.
 - ii) Using a combination of brushes, remove dust and lint from lint arrester and from within primary air ports, venturi and burner(s).
 - iii) Check burner(s) for cracks and metal fatigue.
 - iv) Investigate cause of any faults found in (iii) above and correct (see Fault finding in this part and also Part 2 -Open-Flued **Gas** Fires - **Flame** reversal).
- (e) Clean main burner injector(s).
- (f) Remove pilot assembly - clean burner and injector.
- (g) Check pilot supply tube is clean and unobstructed.
- (h) Check operation of gas control tap -grease as necessary.
- (i) Examine heat exchanger, especially the rear of radiant, log or coal location, for cracks and general metal fatigue.
- (j) Reassemble burner(s) and pilot assembly.
- (k) Check condition of ignition leads and alignment of electrode.
- (l) Refit and check for correct alignment of radiant's, logs or coals.
- (m) Where appropriate, remove closure plate from the fireplace opening and clean debris from void (catchment space).
- (n) Check void has correct volume.
- (o) Where applicable, examine and clean any fan associated with the appliance or flue.
- (p) Check ventilation requirements are correct. See CORGI Gas Fires and Space Heaters and Essential Gas Safety Book - Part 4 for further guidance.
- (q) Where applicable, carry out a flue flow test and check that the flue termination is correct.
- (r) Where applicable, refit the closure plate using appropriate sealing materials.

Note: Following the removal of the closure plate for serving, inspection or maintenance, the sealing tape or other sealing materials should be renewed.

(s) Refit the appliance, checking all disturbed joints for gas soundness using non-corrosive LDF.

(t) Check the correct operation of ignition device.

(u) If necessary, adjust the pilot flame to envelop the thermocouple tip.

Note: If the pilot light is extinguished, no attempt should be made to re-light the appliance for at least 3 minutes.

(v) Test the flame supervision device (FSD) for correct operation.

(w) Re-light and test the appliance gas pressure or gas rate or, where necessary, both.

(x) Check for satisfactory flame picture.

(y) Carry out a flue spillage test (see Note).

Note: The flue system or chimney, including its termination, should be examined and tested for correct operation in accordance with the manufacturer's installation instructions. See Flues in this part, as well as the Essential Gas Safety Book. In addition, where any room or premises is fitted with a fan (e.g. decorative recirculatory ceiling fan, extract fan, or fan incorporated within an appliance), it is essential that the operation of the fan(s) does not adversely affect the performance of the appliance or flue when tested in accordance with the manufacturer's instructions. See also Flue testing in this part and Essential Gas Safety Book

(z) Where applicable, check that the room-sealed terminal is installed correctly (terminal guard fitted where necessary) and that no undergrowth will interfere with combustion and adversely affect flue performance.

Advise the gas user of any appliance/installation defects in writing and, if necessary. See also Essential Gas Safety Book for further guidance.

Attention - It is essential that gas appliances fitted with an atmospheric sensing device (ASD) are serviced strictly in accordance with the manufacturer's installation instructions. ASD's are not 'field adjustable' This means that if a fault develops on, for example, the thermocouple lead, it may be necessary to replace the entire unit. Some manufacturers recommend replacing the ASD every five years.

Note: Where the operation of an appliance has caused soot to form on the radiants, logs, coals or heat exchanges the soot needs to be removed.

It is essential that broken or missing radiants, logs or coals be replaced before the appliance is left operational.

For gas appliances connected to a fanned draught flue system a check needs to be made to ensure that the burner will shut down in the event of failure of the draught.

Where an existing open-flued gas appliance is installed in a room containing a bath, shower or bed, reference should be made to restricted locations in the relevant part of the GAS INSTALLATIONS (SAFETY AND USE) REGULATIONS.

INSPECT ALL ABOVE GROUND PIPEWORK AND INSTALLATION CHECK OPERATION OF ALL GAS ISOLATION VALVES CHECK GAS LINE DIAGRAMS FOR CAT 2 SITES.

PROCEDURES

1. Carry out visual inspection of pipe work and report any deficiencies e.g.
2. Properly identified as gas pipe
3. General condition (rusting damage)
4. Properly located
5. Gas line diagram available, and correctly located. No obvious alterations made to pipe work, which have not been added to gas line diagram.