



Gas Safety Policy

Our gas safety service is vitally important to the health, safety and well-being of our customers, and we are committed to delivering an excellent service.

The flue, pipework and appliance (to which a duty extends) in every property will be checked for safety within 12 months of being installed and at intervals of not more than 12 months after the check. In order to achieve 100% compliance with the Gas Safety Regulations we will be undertaking our gas service rolling programme which will commence when the previous service is at week 43.

All hard wired smoke alarms installed in the groups properties containing gas appliances will be sound tested annually at the same time as the annual gas service.

All Unvented Hot Water Storage Cylinders and Unvented Mains Pressure Water Heaters will be maintained at the same time as the gas service.

Gas Safety will work 7 days a week if required, and use Out of Hours Services when necessary, to assist in gaining access.

We will take all reasonable steps to ensure access to property for safety checks and maintenance work to be done. Where tenants fail to co-operate with us to allow the necessary access to their accommodation we will use available legal devices at our disposal to gain access and inspect appliances.

We will take the required steps to provide the support needed for vulnerable tenants, to ensure that all necessary gas safety checks are undertaken.

All work on gas appliances and installations, will be carried out by fully qualified and Gas Safe Register registered persons. We will work in partnership with the appropriate organisations and agencies to ensure staff receive comprehensive gas safety training, guidance and information. We will deliver a gas safety service, which is customer focused

and continuously striving to improve.

We are committed to the principles of equality and diversity throughout the organisation and aim to:

- a. meet the needs and choice of people from all backgrounds
- b. ensure that our services are relevant, responsive and sensitive to the needs of our existing and future customers
- c. Ensure that all sections of the community in which we work have equal access to our services.

Our Gas Safety policy will ensure that customers will be treated as individuals and with fairness and respect.