

## GAS & OIL SAFETY POLICY

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<b>1.0</b>	<b>Introduction</b>
1.1	<p>Albyn Group aims to incorporate our Purpose, Mission, Values and Vision into our policies and decision making.</p> <p>With that in mind, we aim to follow our guiding principles that apply to all policies:  <a href="https://www.albynhousing.org.uk/about-us-2019/our-history/">https://www.albynhousing.org.uk/about-us-2019/our-history/</a></p>
1.2	<p>Albyn Group must ensure that it meets all its duties on tenant and resident safety, obtains appropriate assurance about its compliance with all relevant safety requirements, and ensure that it takes prompt action to address any non-compliance. Albyn Group has 1,905 gas and 19 oil properties (Nov 2022) which are required to be maintained and serviced annually.</p>
1.3	<p>Albyn group will provide a prompt, efficient and cost-effective gas and oil servicing and will ensure that the procurement of appropriately qualified contractors to service gas and oil appliances within the homes of customers are in line with legislative requirements.</p>
<b>2.0</b>	<b>Legal and Regulatory Framework</b>
2.1	<p><b>Legislative Requirements</b></p> <p>Albyn Group has a number of legal obligations it must adhere to and, although not exhaustive, the Group will comply with all relevant legislation and associated regulations, including:</p> <ul style="list-style-type: none"> <li>• Gas Safety (Installation and Use) Regulations 1998</li> <li>• Gas Appliances (Safety) Regulations 1995</li> <li>• Section 3 of The Health and Safety at Work Act 1974</li> <li>• Housing Scotland Act 2014</li> <li>• The Management of Health and Safety at Work Regulations 1999</li> <li>• The Construction (Design and Management) Regulations 2015</li> <li>• Occupiers Liability Act (Scotland) 1980</li> <li>• Building Regulations and Building Standards (Scotland) Regulations</li> <li>• (Regulation 36 of the Gas Safety (Installation and Use) Regulations 1998 (GSIUR) set out the primary requirements for gas safety in homes. These require that landlords)</li> <li>• Ensure gas fittings and flues are maintained in a safe condition.</li> <li>• Ensure an annual safety check is carried out on each gas appliance and flue.</li> <li>• Before any new tenancy or lease starts, ensure that safety checks have been carried out within one year before the start of the lease date. (Albyn Group exceeds this standard by carrying out a safety check prior to all new leases regardless of the date of the previous safety check).</li> <li>• Keep a record of the gas safety check until two further checks have been carried out.</li> </ul>

	<ul style="list-style-type: none"> <li>• Issue a copy of the latest safety check record to the tenant within 28 days of the check being completed, or to any new tenant before they move in.</li> <li>• Ensure that any work to gas systems is carried out by an appropriately qualified engineer.</li> </ul> <p>The Regulations require that landlords check and maintain landlord-owned equipment, including equipment which serves a property but is not located in that property (such as communal boilers). They do not require landlords to check and maintain:</p> <ul style="list-style-type: none"> <li>• Appliances owned by tenants, or</li> <li>• Flues and chimneys connected solely to an appliance owned by a tenant.</li> </ul>
2.2	<p><b>Scottish Housing Regulator Requirements</b></p> <p>In terms of the the Scottish Social Housing Charter, the Scottish Housing Regulator (SHR) has identified a number of key indicators relevant to housing maintenance by which it will measure landlord performance, which sets the standards and outcomes that all social landlords should achieve when performing their housing activities. The following charter outcome is relevant to this policy:</p> <ul style="list-style-type: none"> <li>• Scottish Housing Quality Standards (SHQS); Annex E (Must be Healthy, Safe and Secure); Element 46 (Safe Gas/Oil Systems and appliances).</li> </ul> <p>Albyn will also demonstrate compliance with the Scottish Housing Regulators Annual Charter on Return (ARC) submission under Indicator 11 – the number of times in the reporting year that the statutory obligation to complete a gas safety check within 12 months of a gas safety appliance being fitted or its last check was not met.</p>
<b>3.0</b>	<b>Aims and Objectives</b>
3.1	<p>This Gas and Oil Safety Policy aims to:</p> <ul style="list-style-type: none"> <li>• Ensure there is an effective and robust approach to compliance with legislative and regulatory obligations</li> <li>• Provide Albyn Group tenants, employees, contractors, members of the public and the Scottish Housing Regulator with the necessary assurance of compliance with gas and oil safety requirements.</li> </ul>
<b>4.0</b>	<b>Policy Scope</b>
4.1	<p>This policy covers all buildings owned or managed by Albyn Group. For clarification, this includes homes owned by private sector landlords that are managed by Highland Residential Inverness Ltd (HRI).</p>
<b>5.0</b>	<b>Definitions</b>
5.1	<p><b>Albyn Group:</b> Throughout this policy, Albyn Group means Albyn Housing Society and its subsidiary companies.</p>
5.2	<p><b>Gas or oil installation:</b> The pipework, valves and apparatus that connect a gas or oil supply to appliances within a property. The supply may be from a meter, gas bottle or oil tank.</p>

5.3	<p><b>Gas or oil service:</b> Throughout this policy, this means a gas or oil safety check and service.</p> <p>It is important to note that Albyn Group will always service our appliances at the same time as conducting the gas safety check. This is to ensure that our gas and oil installations and appliances are not just safe at the time of the safety check but are also well maintained.</p>	
<b>6.0</b>	<b>Roles and Responsibilities</b>	
6.1	Chief Executive	Overall duty to ensure the Group has sufficient resources and systems in place to ensure compliance
6.2	Director of Customer Services Director of Governance and Business Improvement (HRIL)	Responsibility for the management of this policy
6.3	Head of Property Services	Overall responsibility for delivering statutory compliance
6.4	Cyclical Officer Lettings Manager (HRIL)	Day-to-day responsibility for ensuring testing and servicing are carried out, and for maintaining records on gas and oil testing and servicing
6.5	All employees have a duty to co-operate with Albyn Group's systems and processes for the management of gas and oil safety.	
<b>7.0</b>	<b>Policy Statement</b>	
7.1	<p>Albyn Group will:</p> <ul style="list-style-type: none"> <li>• Ensure all gas and oil systems within Albyn Group's control are properly managed and operate safely.</li> <li>• Ensure all new installations, and all maintenance and safety checks are conducted in accordance with the Group's duty as a landlord and as required by the Gas Safety (Installation and Use) Regulations 1998.</li> <li>• Appoint appropriately qualified contractor to carry out gas and oil servicing, maintenance, and annual safety checks on Albyn Group's behalf compliant with procurement regulations and represents value for money.</li> <li>• Have a clear, robust, regularly reviewed management procedure in place to ensure 100% compliance.</li> <li>• Engage an independent appropriately qualified technical consultant to undertake a minimum of 5% random audits on both servicing and new installations to ensure the contractor is competent and compliant.</li> <li>• Ensure that every opportunity has been taken to support our tenants, by working together and following the gas and oil management procedure to minimise the likelihood of any cap or forced access, and to ensure support is provided wherever possible to assist tenants in financial difficulty;</li> </ul>	

	<ul style="list-style-type: none"> <li>• Cap the gas or oil supply in the event of continuing no access, or when a property has no credit to allow a service to be undertaken at that time;</li> <li>• Communicate to tenants that the landlord has a right to forcibly enter as a last resort in the event of non-co-operation and that this right will be enforced;</li> <li>• Maintain and update Albyn Group's gas management system in accordance with the Management of Gas and Oil procedure, capture the associated record of Landlord Gas Safety Register certificates (CP12) or Oil Firing Technical Association certificate (CD11);</li> <li>• Undertake monthly internal audits of 15% of all gas and oil services completed in the preceding month;</li> <li>• Provide clear lines of responsibilities for the management of gas and oil servicing;</li> <li>• Provide appropriate training to all employees who are responsible for ensuring compliance with this policy;</li> <li>• Ensure effective monitoring of the gas and oil safety programme through regular reporting to Leadership Team and Board;</li> <li>• Have procedures in place to manage the unlikely event of a gas or oil incident, including reporting to Leadership Team, Board, and the Scottish Housing Regulator and, if it is a reportable incident, the Health, and Safety Executive.</li> </ul>
<b>8.0</b>	<b>Links to other Policies and Procedures</b>
8.1	<p>Below are Albyn Group's policies and procedures, although not exhaustive that have clear links to this policy;</p> <ul style="list-style-type: none"> <li>• Asset Management Strategy</li> <li>• Gas and Oil Management Procedure</li> <li>• Planned and Cyclical Policy</li> <li>• Repairs Policy</li> <li>• Void Policy</li> <li>• Procurement Policy</li> </ul>
<b>9.0</b>	<b>Complaints</b>
9.1	Any complaints about the gas and oil safety policy will be dealt with through the customer complaints policy.
<b>10.0</b>	<b>Data Protection</b>
10.1	<p>All personal data processed when implementing this policy will be done so in accordance with the Data Protection Act (2018) and UK GDPR.</p> <p>A Privacy Notice setting out how Albyn Housing Society will process the personal data of its customers is available at: <a href="https://www.albynhousing.org.uk/privacy-notice/">https://www.albynhousing.org.uk/privacy-notice/</a>.</p> <p>Privacy Notices for customers of Highland Residential (Inverness) Ltd are available at: <a href="https://www.highlandresidential.co.uk/data-protection/">https://www.highlandresidential.co.uk/data-protection/</a>.</p>

<b>11.0</b>	<b>Equal Opportunities</b>
11.1	Our Gas and Oil Servicing Policy complies with Albyn Group's Equality Policy to ensure equality of treatment for all tenants and customers without discrimination or prejudice.
<b>12.0</b>	<b>Policy Review</b>
12.1	This policy will be reviewed every three years or sooner if required by statutory, regulatory, or best practice requirements.