


**OPERATIONAL INSTRUCTION**

**Gas Installations – Non Domestic - Routine Safety Checks, Maintenance and Repairs Operational and Administrative Procedures**

**OI-ISC-003**

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## 1. INTRODUCTION

1.1 These procedure notes are intended as an operational guide to dealing with gas safety management in non-domestic and other properties managed by Housing & Property Service and apply to all types of gas supply i.e. natural gas or LPG. The following documents are available on Property network drives and set out the responsibilities of the Council, staff and contractors in relation to gas safety:

- Statutory Instrument : The Gas Safety ( Installation and Use) Regulations 1998
- The Highland Council Policy on Gas Safety ( February 2002);
- The H&PS Health and Safety Policy Statement
- *The Corporate Gas Safety Management System*

These procedures shall be reviewed on an annual basis with staff involved in their operation.

## 2. ROUTINE GAS SAFETY CHECK

2.1 The annual programme of visits to carry out a routine gas safety check shall be identified by the Client Delegated Person (CDP) and this shall include a routine service. The CDP shall provide a final programme to the Contractor by 1<sup>st</sup> April each year. The CDP should use the Property Database reports to

- a) check the dates of the last gas safety check and
- b) ensure that all properties on the Council's Property Database are included in the contractors servicing programme.

2.2 The CDP & CA must continually monitor the programme to ensure that all properties have a gas safety check carried out within the last twelve months and those properties are added to and deleted from the safety check programme.

2.3 The SGT shall ensure that a contract is let for the maintenance, testing and servicing of gas systems in all properties identified in 2.1b above.

2.4 When the gas safety check is completed, the contractor shall return the landlord's copy of the GAS SAFETY RECORD to the CDP. He shall do this within 14 days of the safety check being carried out.

2.5 When the GAS SAFETY RECORDS are returned, the CDP shall check that they are fully completed and signed by the contractor and the Gas User (or noted that Gas User not available to sign) and dated. If not they should be returned to the contractor. He should be asked to complete them satisfactorily and return within 7 days.

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- 2.6 The contractor shall note the following on the GAS SAFETY RECORD:
- if he recommends that a safety check should be carried out more frequently than on an annual basis;
  - any repairs/ actions he has taken ;
  - any repairs that are recommended but have not been carried out as they do not affect the issue of the GAS SAFETY RECORD
  - any “Gas User” appliances installed in addition to those known.
  - if the installation failed the safety inspection first time;
  - if there was no gas supply and whether the gas supply was cut and capped (where the due service date has passed or is immediately imminent)
- 2.7 In general the contractor shall carry out any repairs he discovers at the time of carrying out a routine annual gas safety check liaising with the CDP if necessary.
- 2.8 The contractor may also highlight defects that do not prevent a GAS SAFETY RECORD from being issued but there may be aspects of the system that are “not to current regulations” (NCR). Note here that multiple NCRs put the installation into the “At Risk” category, the installation shall require to be isolated pending repair. The CDP should record and manage any defects that are not dealt with by the contractor. The CDP shall be responsible for managing these faults through a process of recorded risk assessment. Technical advice should be sought from the Gas Safety Management Officer (H&PS) if there is any doubt about whether work needs to be ordered. Additionally, the contractor may indicate that the system is coming to the end of its life or that parts are difficult to obtain.
- 2.9 Information from the GAS SAFETY RECORD shall be input to the Property Database and a copy scanned into the K:/Property Information.
- 2.10 Additional information should be entered into the Property Database. This includes:
- No gas – solid fuel or electric
  - Gas disconnected and warning labelled
  - No gas supply
  - New installation
  - No access – legal action
  - Sold
  - Private installation
  - N/G - Gas Meter Present
  - LPG – Live supply
- 2.11 a) Where a property has been **CUT AND CAPPED** for one or more of the reasons in 2.10) above since the last attempted Routine Safety Check, consideration must be given to permanently isolating the gas installation.
- b) The CDP must arrange a visit prior to the next due service date to establish the reasons for the cut and cap.
- c) If these conditions still apply the CDP shall notify the Gas User by letter that the gas installation is to be permanently disconnected.

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- d) A Works Order shall be raised to the Gas Servicing Contractor to isolate the installation by removing critical lengths of pipework and removing specific electrical connections/controls.
- e) A warning label must be attached
  - at the meter for Non Housing Domestic
  - at the appliance / isolation control valve as appropriate for Non Domestic clearly indicating that the installation has been permanently disconnected with reference numbers (label and gas safety record) recorded.
  - The label shall state that commissioning and servicing is required before re-use.

2.12 The GAS SAFETY RECORD shall be filed in the Property Log Book and scanned into the Property Database.

2.13 Legislation states that GAS SAFETY RECORDS have to be kept for a period of two years from the date of inspection. After this they can be destroyed. Historic information shall be retained electronically in the Property Database.

### 3. DAY TO DAY REPAIRS/SMELL OF GAS/FUMES

3.1 Gas Users shall report faults for gas installations by phone or in person to the CDP Area H&PS Office or Area Gas Administrator.

3.2 If Gas Users report a smell of gas, then they should always be advised to turn off gas at the mains, open windows, not smoke, not light a match, not use a lighter, not light a fire, not use electrical switches

- a) On receiving a call from a Gas User the CDP shall request the Emergency Service Providers job reference No, date and time of report, name of person reported to.
  - i. Confirm with the Gas User if they have contacted Scottish Gas Networks and note the date time and SGN job number for future reference.
  - ii. If the Gas User has not contacted SGN then CDP should do so on their behalf calling 0800 111 999 and again noting the date time and SGN job no for future reference.
- b) The CDP shall enquire/advise if the gas installation emergency control valve has been turned off.
- c) The CDP shall call out the Council Gas Contractor who shall attend site and report on findings to CDP
- d) The CDP shall instruct remedial action. (where a RIDDOR report has not been raised)
- e) In the event of a RIDDOR report being issued, no further work should be carried out without prior consent from the H.S.E. other than:

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- 1) Turning of the gas at the appropriate emergency control valve and if necessary ventilating the premises.
  - 2) Where an I.D. situation is evident, the gas installation must be disconnected and sealed.
  - 3) The CDP shall record and forward all actions taken for subsequent incident investigation purposes.
- h) In all cases the CDP shall ensure the **Gas Safety Incident Report Pro Forma** Appendix A OI-ISC-008.1 is completed and submitted

3.3 When a Gas User reports that a fault/repair has not been carried out properly or has failed soon after the repair has been done the contractor shall be required to “make good”. If the contractor identifies work that is different from the original Works Order then he shall submit a claim for additional work and this shall be dealt with by the CDP as a variation to the Works Order.

#### 4. CALL OUT MAINTENANCE and REPAIRS

4.1 Gas Users shall report faults out of office hours to staff who are on standby. The standby officer shall call the contractor immediately giving details of the repair and their own telephone number for the contractor to call back to advise on work that has been carried out if necessary. The contractor’s normal working hours are 8 a.m. to 4.30 p.m. Monday to Friday.

4.2 If the contractor is unable to effect the repair and makes temporary repair or leaves temporary heating a subsequent order detailing the exact repair required and the expected completion date.

#### 5. VOID GAS SAFETY

##### 5.1 VOIDS (Domestic Housing/Office Accommodation)

5.1.1 On vacation of the property, the gas supply should be cut and capped and a Warning Label attached to the meter (*the warning label shall advise commissioning before re-use*). A note should be made on the Works Order of the location to pick up the keys. When the contractor gets the Work Order he shall pick up the keys on the next working day showing identification to the staff. Generally the gas contractor should be given the keys to the property first. Some local discretion should be applied however and the arrangements shall be affected by e.g. more than one set on keys being available. The gas contractor shall return the keys the next working day.

5.1.2 If the contractor has any concerns about the safety or condition of the installation, he shall refer these to the CDP who should discuss any repair or replacement with the CDP responsible for the void property. These repairs etc. should be arranged during the period that the property is void so that the period of void turn around is affected as little as possible. If repairs are required the gas contractor must be asked to carry out any required work. If a new system is to be installed, then the one off installation procedures should be

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followed. Any unknown appliances or unsafe pipework must be identified at void and reported to the CDP for removal or rectified & adopted for future annual safety checks and maintenance.

- 5.1.3 a) The contract makes provision for an additional gas safety check to be carried out when there is a change of tenancy BUT PRIOR TO NEW OCCUPANCY to comply with legislation.
- b) At the time of signing the lease for the property, the new Gas User shall be given specific advice about the arrangements that they need to make in relation to gas safety. They shall be advised that they need to sign up with utility suppliers to get gas AND electricity supplies
- Credit Meters – the supply shall effectively be continuous and the supplier shall control through meter readings and the gas safety check can be carried out by uncapping the installation
  - Quantum Meters (Card operated) – the new Gas User shall have to make arrangements to set up a supply **prior** to the gas safety check as gas shall not be available until the meter is “cleared” of any debt. Once this is confirmed access arrangements can be made with the contractor.
  - The gas supply can be uncapped, a gas safety check carried out, any repairs done and advice given on how to operate the system. Arrangements should be made with the Gas User so that the Gas User can be at the property for instruction (or instruction information left in the property).
- c) Any defects/repairs identified at the time of a Void Gas Safety Check must be rectified prior to occupancy and a positive Gas Safety Record produced. Any unknown appliances or unsafe pipework must be identified at void and reported to the CDP for removal or rectified & adopted for future annual safety checks and maintenance.

**Occupancy should not be approved until effective repairs are completed.**

- 5.1.4 A GAS SAFETY RECORD shall be completed and a copy left with the new Gas User/in the property by the contractor.
- 5.1.5 A copy of the GAS SAFETY RECORD shall be supplied to the CDP. The information should be stored in the same way as detailed in the section ROUTINE GAS SAFETY CHECK.

**5.2 VOIDS (Non-Domestic)**

- 5.2.1 On vacation of the property, the gas supply should be cut and capped and a Warning Label attached to the meter. *(the warning label shall advise commissioning before use)* A note should be made on the Works Order of the location to pick up the keys. When the contractor gets the Work Order he shall pick up the keys on the next working day showing identification to the staff. Generally the gas contractor should be given the keys to the property first. Some local discretion should be applied however and the arrangements shall

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be affected by e.g. more than one set on keys being available. The gas contractor shall return the keys the next working day.

### 5.3 VOIDS (Industrial Type Units)

- 5.3.1 The CDP in conjunction with the Property Manager shall determine if the gas installation has to be retained (with particular reference to industrial/commercial type premises). If the decision is to remove the CDP shall organise with a GAS SAFE registered contractor to remove the gas installation and SGN to remove meter and pipework spur to main gas supply.
- 5.3.2 If the decision is to retain the gas installation then the processes in 5.1 above should be generally followed.

## 6. LEASE PROPERTIES

- 6.1 a) The duty to service AND maintain must be the responsibility of either the lessor or lessee and must not be split between the two parties. The Lease Agreement should clearly allocate responsibility for gas safety management and ongoing maintenance.
- b) The Area Property Surveyor must notify the H&PS CDP of all new leases with gas installations to allow update of any registers and programming of subsequent annual gas safety checks
- c) If responsibility for servicing and maintenance lies with the Landlord then a Gas Safety Record must be provided and logged on the Property Database
- 6.2 For the purposes of dealing with gas safety management, all the procedures outlined above shall be used for dealing with gas installations in any properties that are managed by H&PS under a Lease Scheme.

## 7. ALL NON RESIDENTIAL PROPERTIES

- 7.1 Properties that have a non residential use (e.g. offices, depots, schools, community rooms etc) that have gas heating systems or appliances that are owned by the Council should be included in the routine gas safety check/annual servicing programme and the inspection recorded against the property.
- 7.2 A copy of the relevant Gas Safety Record must be displayed within the “Gas Log Book” provided in each non Housing property to record gas safety management information.

## 8. SOLD PROPERTIES

- 8.1 The CDP shall send a copy of the last GAS SAFETY RECORD to the new owner and provide advice on the need to have a regular service and safety inspection carried out .
- 8.3 The CDP shall advise the contractor of all sold properties so that they can be deleted from their records.

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## 9. NON RELEVANT GAS APPLIANCES

A non relevant appliance is defined as “an appliance owned and maintained” by the Gas User

9.1 At the interview with the new Gas Users when they sign the tenancy agreement, they should be advised that if they wish to install a gas cooker where there is no suitable fitting that:

- a) Providing the property has an existing Natural Gas installation the Council shall install, on their behalf, the required additional pipework and connection but not the gas cooker.

**Or**

- b) In the case of LPG this should be refused unless for social needs or aids and adaptation purposes. If approved the Council shall install, on their behalf, the required pipework infrastructure and connection but not the gas cooker under the new installations procedure.

9.2 Where previously unknown non relevant gas appliances/installations are identified then they should be gas safety checked immediately and a decision made on whether to retain, remove or rectify according to the safety check outcome.

9.3 No other gas appliance should be fitted without the appropriate permission.

9.4a) In all cases where non relevant gas appliances are identified special management arrangements shall be followed to ensure that adequate safety checks are carried out by the Gas User for their self owned appliances, and including any property flues owned by the Council which are used to serve tenant owned appliances.

- b) The CDP shall enter details of any Gas User installations/appliances in the Property Database and the receipt of annual Gas Safety Record shall be dealt with under the same procedures as those relating to Council installed appliances.

9.5 In all properties that are serviced annually, the contract sets out the procedure that should be followed if a gas escape is detected at the Gas Users own appliance. This involves isolating the appliance, sealing the gas supply and affixing a warning label in a prominent position. The contractor then immediately reports verbally to the Gas User and CDP. He also raises a CORGI Form CP14 (or similar) and has it signed by the Gas User . If the Gas User is not available, a letter should be sent by recorded delivery to the Gas User, a copy of which should be sent to the CDP immediately.

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