



ACC must ensure that pipework, appliances and flues are maintained in a safe condition. Gas appliances should be serviced in accordance with the manufacturer's instructions, if these are not available it is recommended that they are serviced annually unless advised otherwise by a Gas Safe Registered engineer.

ACC must also arrange an annual gas safety check on every appliance and flue by a registered Gas Safe engineer. ACC have made the decision to combine these two checks.

Landlords are legally responsible for the gas safety of their properties. The Gas Safety (Installation and Use Regulations) 1998 outlines what landlords must do to ensure gas appliances, fittings and flues provided for tenants are safe.

All annual gas service/safety checks to be planned 9 months and 3 weeks from the previous service/safety check date. The Gas Contractor is to make 3 access attempts via lettered appointment before a property can be passed back to ACC for addition to the Arranged Access program. The property must be returned to ACC with a minimum of 4 weeks left on the current certificate.

Process:

- ❖ Following 3 failed access attempts by the Gas Contractor via lettered appointment to complete the service/safety check properties are passed back to ACC on the Hard No Access (HNA) daily update to be added to the Arranged Access program. The update also includes removals of properties on the Arranged Access program that are now complete whether that be due to Arranged Access, appointment request from the tenant, void request or new installation.
- ❖ Following receipt of the HNA update each property received is checked for new installations (which the Gas Contractor may not have been made aware of yet) and the tenancy status of the property e.g. is it a new void/pending void/void for extensive period. Once these checks have been completed any properties identified as void/installs complete are highlighted to the Gas Contractor.
- ❖ When paperwork is being generated for a property being planned for Arranged Access the tenancy status and new installation status are rechecked in case any changes have taken place between receipt of the property and planning. Properties are planned in batches of a maximum of 15 properties a day Tuesday – Thursday, Monday and Fridays can be used if there is an extensive number of properties on the Arranged Access program to ensure certificate dates are not lost.
- ❖ When a property is planned for Arranged Access the tenant is notified with an Arranged Access Notice which is hand delivered by an ACC Inspector. The Arranged Access date is a minimum of 5 working days after delivery however we are only required to give 24 hours notice in writing as per Section 27 and Schedule 4, Para. 4 of the Housing (Scotland) Act 2001 to take entry.

- ❖ The Arranged Access Notice details the Gas Contractor has been attempting to gain access to complete the service/safety check, the planned Arranged Access date, contact information for Gas Contractor and an overview of what steps will be taken should there be no access via appointment prior to the Arranged Access date. Tenants have till 12pm the day before the Arranged Access date to get the service/safety check completed to avoid the Arranged Access being attended.
- ❖ Following confirmation from the Gas Contractor, the day before the Arranged Access date, that the service/safety check has not been completed a job number will be raised on the ACC system. The job raised is for the Arranged Access to take place with a tenant charge budget code against the job for an attended Arranged Access (charge of £120). Tenants are made aware of the charge for an Arranged Access being attended when canvassed with the Arranged Access Notice and that it will stand whether they are there on the day to give access or not.
- ❖ Prior to the job number being generated the tenancy status and new installation status are rechecked.
- ❖ Order of properties and job numbers are provided to Gas Contractor after 12pm the day prior to the Arranged Access date for outstanding properties.
- ❖ On the day of the Arranged Access an ACC inspector attends the property with an engineer from Gas Contractor who is also trained to change locks if required.
- ❖ The tenant is given the opportunity to allow access on the day of Arranged Access, should there be no access and the gas meter is located internally the property lock is opened for access to complete the service/safety check. Should there be no gas/electric credit in the internal meter the gas meter will be capped and LGSR produced. The property is re-secured, and keys returned to ACC depot for collection by named tenant. Gas Contractor leaves contact card stating meter is capped along with Gas Contractor details to arranged appointment to uncap meter and complete service/safety check.
- ❖ Should there be no allowed access on the day of Arranged Access and the gas meter is located externally the gas meter will be capped and LGSR produced. Gas Contractor card posted through property door to make tenant aware the gas meter is capped along with Gas Contractor details to arrange appointment to uncap the gas meter and complete service/safety check.
- ❖ Completed paperwork for properties attended for Arranged Access is completed by ACC Inspector and returned to Work Planner for processing. ACC Arranged Access program is updated to remove the completed properties and completed paperwork sent to Housing for their records.

Note:

- Should there be refused access on the day or another obstruction of access e.g. dog in property and no access via tenant, property is to be re-planned and Housing contacted for assistance. Housing may then request assistance from the dog warden, the Police or contact the tenant/attend next Arranged Access as joint visit depending on issue highlighted/previous dealings with tenant.