



Gas Safety Management Policy

Requirements

1. It is a legal requirement that all Northwards properties have gas appliances serviced every 12 months and hold a current CP12 gas safety certificate. This is to ensure the appliances are safe and work well, saving residents money on their fuel bills.
2. Gas safety is regulated by the Gas Safe Register to ensure we work to standards set by the Gas Safety (Installation and Use) Regulations 1998. This regulation aims to prevent injury to consumers and the public from either carbon monoxide (CO) poisoning or fire and explosion.

Contractors

3. All contractors employed by Northwards to carry out gas servicing must comply with these same regulations, and the company and all operatives working on Northwards properties must hold certification to evidence that they are on the Gas Safe Register.
4. All gas servicing work will be subject to a 5% quality audit on the technical aspect of the servicing and safety check in order to raise and maintain the standard of service.

Performance

5. Northwards Key Performance Indicator targets for gas servicing are to be compliant with the Audit Commission's Housing Inspectorate's interpretation of gas servicing excellence which is:
 - Properties with a current CP12 gas safety certificate - 99.50 %
 - Properties without a current CP12 gas safety certificate for longer than 15 months - 0
6. Performance will be closely monitored and reported monthly to ensure that these targets are achieved.

No Access Escalation Procedure

7. To enable the performance targets to be achieved, a robust no access escalation procedure is to be followed and is detailed in appendix 1.

Appendix 1 – No Access Escalation Procedure

