

A1 HOUSING BASSETLAW LTD

APSE BRIEFING

12TH FEBRUARY 2014

MANCHESTER

GAS SAFETY MANAGEMENT



Providing Quality Homes & Neighbourhoods

INTRODUCTION

**ANDREW (ANDY) STEEN
HME CONTRACT MANAGER
A1 HOUSING**



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A1 HOUSING ALMO – ORGANISATION

**A1 HOUSING IS THE ALMO FOR BASSETLAW DISTRICT COUNCIL
AND WAS CREATED IN OCTOBER 2004.**

**WE ARE RESPONSIBLE FOR 7,000 DWELLINGS OF VARIOUS
TYPES INCLUDING DOMESTIC HOUSES, BUNGALOWS AND
FLATS ALONG WITH SHELTERED SCHEMES AND DISTRICT
HEATING.**



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I HAVE 36 YEARS OF EXPERIENCE IN THE GAS AND HEATING INDUSTRY AT ALL LEVELS AND HAVE BEEN IN A MANAGEMENT ROLE FOR 16 OF THOSE YEARS.

I AM ALSO MEMBER OF THE GAS MANAGERS YORKSHIRE FORUM.

THIS FORUM ALLOWS CONTRACT MANAGERS WITH GAS SAFETY RESPONSIBILITY TO MEET AND DISCUSS CHANGES THAT ARE AFFECTING THE GAS INDUSTRY, IMPLEMENT AND BRING IN POLICIES, WHICH ENSURES THERE ARE CONSISTENCIES ACROSS A NUMBER OF DIFFERENT ASSOCIATIONS.



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**JANUARY 2012 THE APSE HOUSING, BUILDING MAINTENANCE
AND CONSTRUCTION ADVISORY GROUP MEETING AT THE
TOWN HALL, MANCHESTER.**

WERE YOU THERE?

MY MAIN REASON FOR ATTENDING WAS TO;-

- **LISTEN TO A CORGI BRIEFING SESSION UNDERTAKEN BY KEVIN WINSHIP (CORGI TECHNICAL SAFETY MANAGER) ON GAS REGULATIONS AND THE MANAGEMENT OF THEM WITHIN SOCIAL HOUSING**
- **AND ALSO ACQUIRE INFORMATION ON THE IMPLEMENTATION BY CORGI OF A FORMAL GAS MANAGEMENT QUALIFICATION. VRQ4.**



QUESTION 1

**AS A MATTER OF INTEREST – HOW MANY PRESENT
TODAY HAVE DIRECT RESPONSIBILITY FOR GAS
MAINTENANCE WORKS ON A DAILY BASIS?**



QUESTION 2

**HOW MANY OF YOU HAVE UNDERTAKEN OR ARE
TAKING THE SOCIAL HOUSING VRQ 4 GAS SAFETY
QUALIFICATION?**



**AT THE MEETING IN MANCHESTER
NOT ONE PERSON PRESENT DECLARED THAT THEY
HAD A GAS MANAGEMENT QUALIFICATION**

**THIS WAS NOT SURPRISING BECAUSE THERE WASN'T
ONE SPECIFICALLY FOR GAS MANAGEMENT IN PLACE.**

**THIS STRUCK A CHORD WITH ME PERSONALLY, 16
YEARS MANAGING WITH GAS RESPONSIBILITIES AND
NOT “MANAGEMENT QUALIFIED”.**

A FRIGHTENING THOUGHT YOU MAY AGREE.



**OCTOBER THAT SAME YEAR (2012) I ACHIEVED VRQ
LEVEL 4 IN GAS SAFETY MANAGEMENT IN SOCIAL
HOUSING**

***“A1 HOUSING'S ANDREW STEEN IS ONE OF THE FIRST
40 GAS MANAGERS IN THE COUNTRY TO GAIN A BRAND
NEW CORGI QUALIFICATION THAT RECOGNISES SKILLS
AND KNOWLEDGE ON DELIVERING EFFECTIVE GAS
SAFETY MANAGEMENT”***



**THE LEVEL 4 VRQ QUALIFICATION GAS SAFETY
MANAGEMENT IN SOCIAL HOUSING IS AN
INDUSTRY UNIQUE QUALIFICATION CONSISTING OF
FIVE DIFFERENT UNITS:**

- **Gas Safety Legislation**
- **Gas in Social Housing**
- **Carbon Monoxide**
- **Flues and Ventilation**
- **Appliances, Meters and Pipework**

**THE QUALIFICATION ALSO ENTITLES YOU TO BECOME A
MEMBER OF THE PROFESSIONAL ASSOCIATION OF GAS
SAFETY MANAGERS (AGSM).**



**I INVITED CORGI TO A1 HOUSING TO CARRY OUT AN
AUDIT AND INSPECTION. I HAD NO CONCERN AS TO
HOW WE WERE PRESENTLY ADHERING TO GAS
LEGISLATION AND IMPLEMENTING IT.**

**BUT I WANTED TO PUT INTO PRACTICE WHAT MY
QUALIFICATION HAD LEARNT AND HIGHLIGHTED TO ME.**





AUDIT AND INSPECTION APRIL 2013

THE AUDIT TOOK AROUND FIVE WEEKS AND INCLUDED GAS MANAGEMENT PROCEDURES AND ONSITE INSPECTIONS WITH DLO AND CONTRACTOR OPERATIVES.

SPECIFIC CRITERIA HAD TO BE IN PLACE



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THE CRITERIA INCLUDED:-

- **A CORPORATE GAS MANAGEMENT POLICY.**
- **SPECIFIC CONTRACTOR INSTRUCTION (CONTRACT DOCUMENT).**
- **QUALIFYING CONTRACTORS AND OPERATIVES.**
- **UNIFORMITY OF DOCUMENTATION (LGSR, CP1, CP4, CP14 etc.).**
- **UNSAFE SITUATIONS PROCEDURE**



- **GAS ESCAPES AND CARBON MONOXIDE PROCEDURE.**
- **ACCESS PROCEDURE. (ANNUAL GAS SERVICING)**
- **VOID PROPERTIES AND MUTUAL EXCHANGE PROCEDURE.**
- **QUALITY CONTROL PROCEDURE.**
- **LGSR STORAGE AND RETRIEVAL**
- **DATABASE MANAGEMENT.**
- **GAS SAFETY AWARENESS (TRAINING AND INDUCTION)**



WHAT ARE THE LANDLORDS RESPONSIBILITIES FOR GAS SAFETY?

**IN TERMS OF GAS MANAGEMENT IF YOU ARE DEEMED A
LANDLORD THERE ARE REGULATIONS AND LEGISLATION
THAT HAS TO BE ADHERED TO.**

REGULATION 36 (GSIU1998)



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SPECIFICALLY IT DICTATES WHAT LANDLORDS ARE RESPONSIBLE FOR AND HAVE TO UNDERTAKE, TO ENSURE THAT RESIDENTS AND VISITORS TO THEIR DWELLINGS ARE SAFE WITH REGARD TO THE GAS INSTALLATION AND APPLIANCES.

AS THE HME CONTRACT MANAGER FOR A1 HOUSING I AM ULTIMATELY RESPONSIBLE FOR ALL TYPES OF HEATING IN THE HOUSING STOCK OF WHICH NATURAL GAS IS THE MOST COMMON TYPE OF FUEL USED FOR HEATING AND HOT WATER.



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- **PROGRAMME OF ANNUAL SERVICING AND SAFETY INSPECTIONS**
- **RESPONSIVE REPAIRS VIA AN EXTERNAL CONTRACTOR.**
- **WE ACHIEVE 100% ACCESS TO PROPERTIES AND THEREFORE 100 % LANDLORDS GAS SAFETY RECORD (LGSR) COMPLIANCE.**



**HOWEVER, OVER THE YEARS THE INDUSTRY HAS OBVIOUSLY
CHANGED EITHER BY REGULATION, TECHNOLOGY
INTRODUCTION OR INCIDENT OCCURRENCE WHICH HAS
RESULTED IN ALL LEVELS OF THE INDUSTRY HAVING TO ADOPT
CHANGE AND IMPLEMENT THOSE CHANGES.**

**WE ARE ALL REQUIRED TO IMPLEMENT
THESE CHANGES.**



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DURING THE AUDIT PROCESS ALL RELEVANT STAKEHOLDERS OF A1 HOUSING WERE CONSULTED ON HOW THEY PERCEIVED THE WAY THEY WORKED ON THE PROCEDURES IN PLACE AND HOW THEY ENSURED GAS SAFETY WAS CONSIDERED AND IMPLEMENTED.

STAKEHOLDERS INCLUDED:-

VOIDS, HOUSING, HEALTH AND SAFETY, CUSTOMER SERVICES, WARDEN SERVICES, CONTRACTORS AND LEASEHOLDER MANAGEMENT.



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THIS CONSULTATION PROCESS ENSURED SENIOR MANAGERS AND THEIR STAFF WERE AWARE IF NOT ALREADY SO, AS TO THE SPECIFIC PROCEDURES IN PLACE ON GAS SAFETY.

THE ACCREDITATION FOR A1 HOUSING EMPOWERED MYSELF TO ADVISE AND ASSIST FELLOW MANAGERS AND CONTRACTORS ON WHAT IS REQUIRED AND HOW WE CAN IMPLEMENT THESE REQUIREMENTS TO HAVE IN PLACE STRINGENT POLICIES AND PROCEDURE FOR GAS SAFETY

***COLLABORATION OF ALL STAKEHOLDERS IS
PARAMOUNT FOR GAS SAFETY.***



THE CONSULTATION PROCESS ACKNOWLEDGED AND DELIBERATED ON:-

- **QUALIFICATION OF MANAGERS AND STAFF.**
- **A1 AUDIT AND INSPECTION.**
- **ACCREDITATION OF THE ORGANISATION.**
- **IMPLEMENTATION ACROSS ALL DEPARTMENTS**
- **AWARENESS OF THE ORGANISATIONS RESPONSIBILITY.**
- **AWARENESS OF OTHER DEPARTMENTS.**



BENEFITS, GAINS, REWARDS.

ULTIMATELY IT HAS GIVEN CONFIDENCE TO ALL STAFF WITH GAS RESPONSIBILITY. THE KNOWLEDGE AND THE ABILITY TO MAKE DECISIONS ON GAS SAFETY IN THE SOCIAL HOUSING ENVIRONMENT ON A DAILY BASIS.

THIS IS BACKED UP WITH REVISED COMPREHENSIVE GAS SAFETY PROCEDURES THAT ARE AVAILABLE TO ALL FOR REFERENCE ALONG WITH ADVICE IF REQUIRED FROM THE HME MANAGER AND HIS STAFF.



WE ALL HAVE RESPONSIBILITY FOR THE IDENTIFICATION AND IMPLEMENTATION OF HEALTH AND SAFETY IN OUR WORKING LIVES, I FEEL THIS SYSTEMATIC CO-ORDINATED PROCESS TAKES IT THAT STEP FURTHER IN TERMS OF SAFE AND SOUND MANAGEMENT TO ENSURE TENANTS; THEIR FAMILIES AND MEMBERS OF THE GENERAL PUBLIC ARE RISK FREE AND SAFE IN THEIR DWELLINGS.

**ANDY STEEN
HME CONTRACT MANAGER
A1 HOUSING**



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**THANK YOU FOR YOUR
ATTENTION, ANY QUESTIONS**



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