



## **GAS SERVICING Policy**

### **1. Introduction:**

Each appliance owned by Solon is to be serviced and tested by an approved Gas Safe registered operative on an annual cycle and left in good working order. Tenants' own appliances will not be serviced.

Solon's Business Plan Objective 3 states that we will,

“deliver cost effective, good quality, customer focused and responsive maintenance and reinvestment services, which meet the needs and expectations of all residents and ensure that our housing is maintained in good condition and to current standards”

Ensuring the safety of gas appliances within dwellings is of paramount importance for Solon in order to protect the health and safety of residents, neighbours and visitors.

### **2. Purpose:**

To ensure that gas appliances for which Solon is responsible fully conform to the Gas Safety (Installation and Use) Regulations 1994, and subsequent amendments.

### **3. Key Commitments:**

The Customer Services Director holds overall responsibility for ensuring that the gas servicing programme is delivered and for reporting to the Senior Management Team and Board.

The Response and Voids Maintenance Manager is responsible for managing the Response Customer Services Coordinator and for ensuring that the gas servicing programme is properly managed and delivered to the Customer Services Director.

The Response Customer Services Coordinator is responsible for the day to day management and delivery of the gas servicing programme. The Response Customer Services Coordinator has responsibility for:

- Maintaining an electronic programme of gas servicing due and completed dates.
- Issuing programmes to the gas contractor 2 months in advance.
- Updating UH2 attributes with completed service dates and due



dates.

- Filing the paper copies of Landlord's Gas Safety Certificates and ensuring that the filing system is managed and up to date.
- Monitoring overdue gas servicing
- Preparing reports for the Response and Voids Maintenance Manager, Customer Services Director and the Board.

Responsible Officer: Asset Manager  
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