



Gas Servicing Policy

Policy Ref: PS02

Prepared By	Operations Director
Date of Review	November 2025
Date of Next Review	November 2028
Reviewed By	PHA Board

INTRODUCTION

1.1 Statement of Objectives

The Policy aims to ensure that the Association effectively administers compliance with its landlord obligations in respect of gas servicing and thereby seeks to provide assurance to tenants in terms of gas safety.

Our objectives include:

- providing a prompt, efficient and cost-effective gas servicing service;
- maintaining our stock in accordance with the relevant and applicable legal requirements placed on us and our responsibilities set out in our tenancy agreement;
- ensuring that systems are in place to enable the Association to comply with its duties in relation to gas servicing;
- procuring appropriately qualified contractors to service gas appliances within the homes of tenants in line with legislative requirements;
- ensuring that essential remedial works are instructed so that the homes of tenants are safe to occupy in terms of legislative requirements;
- operating an effective gas servicing monitoring system, including audit trails and reporting systems that ensure compliance with the gas servicing process;
- collecting and using business intelligence on the condition of our stock and demonstrate that we are using this to make informed financial decisions to maintain and improve our stock; and
- taking positive steps to inform and listen to tenants about continuous improvements to our gas maintenance service.

1.2 Compliance with Regulatory Standards

In terms of the Scottish Social Housing Charter, the Scottish Housing Regulator has identified a number of key indicators relevant to housing maintenance by which it will measure landlord performance, including the following:

- Quality of housing – tenants' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS), and any other building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Heat Standard.
- Repairs, maintenance and improvements – tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.
- Value for money – tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

1.3 Expected Outcomes

Key outcomes of operating an effective Gas Servicing Policy include:

- ensuring that properties are well maintained, safe, secure and in line with the SHQS and EESSH where appropriate;
- optimising customer satisfaction with the gas maintenance service; and
- delivering value for money.

1.4 Informing Tenants

We will promote our Gas Servicing Policy through our newsletter, website, internet and Tenancy Handbook.

1.5 Corporate Fit

1.5.1 Legislation and best practice

We will comply with all relevant legislation and associated regulations, including:

- The Health & Safety at Work Act 1974;
- The Housing (Scotland) Act 1987, 2001, 2010 & 2014;
- Public Health (Scotland) Act 1987;
- Environmental Protection Act 1990;
- Gas Safety (Installation and Use) Regulations 1998 and the Gas Safety (installation and use) (amendment) Regulation 2018;
- The Control of Asbestos Regulations 2006;
- Gas Safety Regulations (2013);
- The Tenement Scotland Act 2004;
- The Scottish Social Housing Charter;
- SHQS;
- EESSH; and
- General Data Protection Regulation (GDPR).

We expect our tenants to conduct their tenancies in a reasonable manner and not damage or allow any member of their household or visitor to their home to damage the property, either internally or externally. If a tenant has damaged their property or failed to take care of it, we may charge for the costs of repair – this is covered in our Rechargeable Repairs Policy.

Our Gas Servicing Policy will consistent with our:

- Group Corporate Plan;
- Group Standing Orders;
- Group Financial Regulations;
- Privacy Policy;
- Repairs & Maintenance Policy;
- Asset Management Strategy;
- Health & Safety Policy;
- Risk Management Strategy;
- Procurement Policy;
- Asbestos Management Policy;
- Rechargeable Repairs Policy;
- Electrical Inspections Policy;
- Alterations & Improvements Policy;
- Energy Performance Certificates Policy;
- Water Safety Policy;
- Fire Safety Policy;
- Lift Safety Policy;
- Damp, Mould & Condensation Policy;
- Pest Control & Management Policy; and
- Void Management Policy.

1.5.2 Equalities

Our Gas Servicing Policy complies with PHA's Equality Policy to ensure equality of treatment for all tenants without discrimination or prejudice.

1.5.3 Confidentiality

PHA recognises that confidentiality is important to tenants and will treat their tenancy information in confidence under the General Data Protection Regulation (GDPR) and in line with PHA's Privacy Policy.

1.5.4 Business Plan and risk management

Our Business Plan reflects that gas servicing is a key landlord responsibility. We seek to mitigate against business risk through managing our gas maintenance service in an efficient, effective and economic manner.

1.5.5 The Board

The Operations Director has responsibility for overseeing the implementation of the Gas Servicing Policy and the Property Services Manager is responsible for key aspects of the day-to-day service delivery with delegation of specific tasks to appropriate staff.

The Board will receive regular updates on the implementation of the Gas Servicing Policy so that they can have assurance that it is operating effectively in practice.

Function / task	Responsibility
Gas Servicing Policy – review, amendment & approval	Operations Director is responsible for making recommendations to Board for approval.
Gas Servicing Procedures – development, monitoring & review	Operations Director and Property Services Manager to develop operational procedures that reflect the principles set out within the Gas Servicing Policy.

2. KEY PRINCIPLES – GAS SERVICING POLICY

2.1 Context

2.1.1 Legislation and regulations prescribe PHA's landlord responsibilities in terms of gas servicing and gas safety. Our aim is therefore to ensure that relevant legislation and regulations are fully complied with in order that PHA fully discharges its landlord responsibilities in terms of gas safety.

2.1.2 PHA's property database is routinely updated so all properties that require gas servicing are clearly identified and through its Gas Servicing Procedures, the Property Services Manager will ensure that competent contractors are instructed to service gas installations within the timescales prescribed.

2.2 Funding

2.2.1 PHA will allocate sufficient resources from within its cyclical maintenance budget to enable gas servicing in all identified properties.

3. MISCELLANEOUS

3.1 Alternative Formats

3.1.1 On request, the Association will provide translations of all its documents, policies and procedures in various languages and other formats such as computer disc, memory stick, large print, Braille etc. These can be obtained by contacting the Association's offices.

3.2 Policy Review

3.2.1 We will review the Gas Servicing Policy every three years or sooner if required by statutory, regulatory or best practice requirements.