

## **GAS SAFETY PROCEDURE**

Gas safety regulations state that landlords must carry out annual inspections and have a clear statutory obligation to ensure that a current gas safety certificate is available for every relevant property and that this is renewed before or on the relevant anniversary date.

The process outlined below details what will happen if there is a failure on the tenant's part to make arrangements for the gas safety inspection to be carried out.

Prior to the date of the first service the tenant is sent a letter directly from James Frew advising them of the date of visit.

### **STEP 1**

James Frew send confirmation to MHA that they have had a failed attempt at access.

### **STEP 2**

A letter will be hand-delivered/posted and emailed to the tenant giving a new appointment 7-days later. The email should contain request for a delivery receipt and a read receipt.

### **STEP 3**

If there is a second no-access or no response after 7 days, a second letter, including the gas safety flyer, will be hand-delivered/posted and emailed, asking the tenant to respond within 7-days. The email should contain request for a delivery receipt and a read receipt.

### **STEP 4**

If the tenant does not respond to this, a Housing Officer will carry out a house visit. If the tenant is at home arrangements will be made there and then for a service. If the tenant is not at home a card will be left advising tenant to contact MHA within 3 days or action will be sought to gain access.

### **STEP 5**

If the inspection is not arranged within the 3 days, a 7 day letter will be sent Recorded Delivery, emailed and hand delivered to the tenant advising that forced access will take place on a specific date.

### **STEP 6**

On the date of the forced entry a member of Housing Services will be present along with a Joiner and Gas Engineer.

### **STEP 7**

If the tenant is not at home the Joiner will be instructed to force entry to the property and the Gas Engineer will carry out the gas safety inspection. If necessary the locks will be changed and a notice pinned to the door advising the tenant to contact MHA for access to the property

**STEP 8**

Once the gas safety inspection is completed a recharge invoice will be sent to the tenant to cover the costs of the action. If the tenant is at home and gives access it is agreed that the charge will be £60. However, if the tenant is not at home and access has to be forced the charge has been agreed at £200.