

For Noting

Agenda Item 8.2
Meeting Date: 27/11/2024

To: The Management Committee
From: The Technical Services Manager
Subject: Quarterly Gas Audit Report (July – September 2024)

1.0 Introduction / Purpose

1.1 The purpose of this report is to update Committee on the last Quarterly Gas Audit.

2.0 Background

2.1 We carry out monthly gas audits to monitor the performance of our gas servicing contractor City Technical. These are reported in summary to Committee on a quarterly basis. We aim to carry out an audits on around 10% of all servicing carried out.

2.2 The audit consists of three main areas:

- Completion of Service this includes any customer comments
- Completion of documentation
- Installation Findings

2.3 The auditor (Argon) will also note any other issues they see during the audit visit.

2.4 The landlord's safety certificate (CP12) for each of the properties was made available to the auditor at the time of the audit inspection. The auditor compares the audit findings to those recorded by the contractor's engineers. This helps establish the accuracy of the engineers' recordings. The auditor also checks that the landlord's safety certificate is completed accurately and in full.

2.5 The standard of the installation is checked by the auditor. This is to check faults are being correctly identified by the contractor and the information is being properly forwarded to Rosehill.

2.6 The appliances are checked during the audit inspection. At the landlord's appliances, it includes a range of technical checks to evaluate their

operation and compare findings of that recorded by the contractor's engineers.

2.7 A total of 31 audits were carried out over the quarter.

2.8 Progress can be summarised as follows:

Q1	Q2	YTD	Target by Q4 (10% of 1024)
19	31	50	102

3.0 Audit Findings

3.1 Detailed below is a summary of the Auditor's comments in relation to the three main areas of the audit.

3.2 Completion of Service

All audits recorded that the properties had been correctly serviced.

3.3 Paperwork and Records

The contractor creates an electronic Landlord Certificate (CP12) for each property which produces clear and concise certification. All Landlord Certificates (CP12) were correctly produced by City Technical.

3.4 Installation Findings

When the auditor assesses the installations he classifies issues that require to be noted as Immediately Dangerous, At Risk or Not to Current Standards/ Non –essential defects/ Observations. This is in line with the terminology used by the contractor on the CP12 certificate.

3.4.1 Immediately Dangerous

No properties were found to be "Immediately Dangerous".

3.4.2 At Risk

1 no. property was found to be "At Risk". The risk was rectified the next day.

3.4.3 Not to Current Standards / Non–essential defects / Observations

25 no. "Not to Current Standards / Non-essential defects / Observations" category issues were noted throughout the audits.

Many of these were minor issues with no remedial action required by Rosehill e.g. filling loops connected, damaged meter housings etc. This category also includes issues related to appliances owned by tenants. These are the responsibility of the tenant and we write to the tenant to remind them of their responsibility.

3.4.4 No Issues

9 properties were deemed to have no issues to report.

3.5 Overall Standard of Service

The Auditor concludes that based on the finding of his report, that a satisfactory standard of service is being provided and the contractor is identifying the majority of defects relating to the property. Any missed defects are merely observations that do not form part of the contractors remit to carry out the gas safety check and only no actions were required by Rosehill. Argon produce a Quality Control Corrective Action list that is given to City Technical to aid with their continued improvement. We hope that this will continue to further improve the already high standard of servicing received from City Technical.

**QUALITY CONTROL CORRECTIVE ACTION
June 2023**

City Technical Services

Corrective Action (1)	Date	Target Date	Implemented
Refresh operatives on pipe work installation standards	30/06/23	31/07/23	
* sleeving of all pipework passing through walls			
* pipework supports			
Managers signature:			
Corrective Action (2)	Date	Target Date	Implemented
Refresh operatives on central heating installation standards	30/06/23	31/07/23	
* condensate pipe installation			
* PRV termination positions			
Managers signature:			
Corrective Action (3)	Date	Target Date	Implemented
Refresh operatives on cooker installation standards	30/06/23	31/07/23	
* stability device requirements			
Managers signature:			
Corrective Action (4)	Date	Target Date	Implemented
Refresh operatives on meter installation standards	30/06/23	31/07/23	
* MEB connection positions			
* ECV accessibility & operation			
Managers signature:			
Corrective Action (5)	Date	Target Date	Implemented
Refresh operatives on flue installation standards	30/06/23	31/07/23	
* clearance from combustible material			
* flue supporting methods			
* flue jointing methods			
* suitable sealing methods			
Managers signature:			
Corrective Action (6)	Date	Target Date	Implemented
Refresh operatives on completion of paperwork	30/06/23	31/07/23	
* record all gas appliances within property			
Managers signature:			

Table 1: Example Quality Control Corrective Action Sheet

4. Risk

4.1 When considering the gas audit work we have identified the main risks under the following risk categories and the measures we have taken to mitigate such risks.

Risk Category	Mitigating Measure
Health and Safety - <ul style="list-style-type: none"> Ensuring the safety of our tenants Legislative and Regulatory- <ul style="list-style-type: none"> Meeting the Gas Safety Regulations 	Carrying out gas safety checks and having them audited Carrying out gas safety checks and having them audited

5. Delivery of our Strategic Objectives

Area	Related Strategic Objective(s)
Gas Safety	1. Provide high quality and affordable homes 2. Engage effectively with tenants and service users 3. Deliver value for money 7. Achieve the highest standards in all that we do

6. Application of our Core Values

Area	Related Core Value(s)
Gas Safety	Invest and Support Accountable and Compliant Efficient and responsible

7. Compliance and Assurance

- 7.1 By auditing our gas servicing work we are assuring the quality of our compliance with our Statutory Requirement under the Gas Safety (Installation and Use) Regulations 1998. This approach means we are compliant with Regulatory requirements as follows:

Compliance Source	Details
The Scottish Social Housing Charter	4. Quality of Housing 5. Repairs, maintenance and improvements

7.2 Evidence Bank

Evidence	Assurance Exercise Location
<ul style="list-style-type: none"> Cover Report 	Tenant and Resident Safety

Committee is reminded that our Assurance Exercises are available in the Committee Log-in Area of our website, which Committee can access at any time.

8.0 Summary/Conclusions/Recommendations

- 8.1 In summary the level of service provided by City Technical remains good and we are carrying out an acceptable number of audits.
- 8.2 Risk has been considered at Section 4.
- 8.3 Section 5 shows how gas safety contributes to the delivery of our strategic objectives.
- 8.4 Section 6 shows how gas safety contributes to the application of our Core Values.
- 8.5 Section 7 sets out how we comply with Regulatory requirements.
- 8.6 Committee is asked to note the current position with the gas safety audit.