

**Policy Name: Gas Safety Policy**

**Policy Number: M04**

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<b>Responsible Executive</b>	Director of Property and Development		
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## **1. Introduction**

Clyde Valley Housing Association is a registered social landlord with charitable status. The Clyde Valley Group consists of Clyde Valley Housing Association Limited and its wholly owned subsidiaries.

This policy applies to all members of the Clyde Valley Group.

The purpose of this policy is to detail Clyde Valley Group's approach to ensuring that all gas installations and heating systems are appropriately maintained and remain safe for use. The policy establishes the actions Clyde Valley Group will take to ensure all gas systems, including gas fittings, appliances and flues are appropriately maintained in line with its Landlord obligations under the Gas Safety (Installation and Use) Regulations 1998.

The risks in relation to gas are significant, including the risk of fire and explosion, as well as incomplete combustion arising from poor maintenance, with associated risks of asphyxiation from gas leaks and carbon monoxide. Clyde Valley Group will take all reasonable steps to ensure that customers, employees and members of the public are not put at risk from the effects of gas or carbon monoxide.

A considerable number of Clyde Valley Group's properties and communal premises have gas installations requiring ongoing maintenance regimes and cyclical replacement schemes. To assist with this, Clyde Valley Group have developed this Policy to provide guidance to employees who work in gas safety management whilst demonstrating how we meet our landlord duties as defined in The Gas Safety (Installation and Use) Regulations 1998 and other relevant legislation.

## **2. Scope of Policy**

This policy applies to any premise, domestic or non-domestic, that is owned, managed or leased by Clyde Valley Group. This includes:

- Domestic properties – social rented, market and mid-market rented.
- Clyde Valley's own offices.
- Domestic and commercial properties leased by Clyde Valley Group to a third party.
- Housing in Multiple Occupancy.

The policy will cover the following works:

- New or Replacement Gas Installations and Gas Heating.
- Landlords Annual Gas Safety Inspection.
- Gas Servicing.
- Gas Repairs and Maintenance Work.
- Void Property Gas Safety Checks.
- Communal boilers serving any property type.

The policy does not apply to gas appliances owned by tenants (for example, cookers) as Clyde Valley Group has no responsibility for their maintenance or servicing. However, where a tenant-owned gas appliance is connected to a flue or chimney provided by Clyde Valley Group, a visual safety check of the connection and flue arrangement will be undertaken as part of the Group's gas safety management arrangements.

### 3. Policy Aims and Objectives

This policy aims to ensure that all gas systems within our properties are properly managed and operate safely and that all new installations, maintenance and safety check work is carried out safely and in accordance with our duties as landlords as required by the Gas Safety (Installation and Use) Regulations 1998, as amended by the Gas Safety (Installation and Use) (Amendment) Regulations 2018.

The key objective of this policy is to ensure that Clyde Valley Group has effective procedures in place to ensure full compliance with Regulations 36 (Landlord Duties) of the Gas Regulations. Other key objectives include:

- To ensure all of our gas installations and appliances are operated and maintained in a safe and useable condition.
- To provide a prompt, efficient and effective service which is also sympathetic to the customer's needs.
- To ensure compliance with all relevant legislation and regulations and to ensure our gas installations and appliances are maintained in accordance with the landlord responsibilities set out in the tenancy agreements.
- To clearly define the levels and standards of service for the installation and maintenance of gas systems and appliances.
- To ensure that the works carried out through this policy are undertaken safely, effectively and efficiently, in compliance with recognised good practice.
- To have in place an effective monitoring system of both staff and contractors performance taking into account tenant and resident feedback.
- To exercise tenant and resident consultation, encouraging them to monitor the service and provide constructive feedback.
- To have appropriate procedures in place to ensure the aims of this policy are implemented.
- To report regularly to the Board of Clyde Valley Housing Association and Clyde Valley Property Services on performance, costs and other relevant issues.

### 4. Definitions

This section defines the key terms that have been used within the policy to ensure consistent understanding.

Key Term	Definitions
New or Replacement Gas Installations and Gas Heating	Includes the fitting of gas installations in new build properties as well as the replacement of installations through planned or reactive maintenance work. Gas installations cover gas central heating, gas fires, gas cookers, ovens or hobs as well as gas supply pipe work to feed future gas appliances.
Landlords Annual Gas Safety Inspection	Is the annual check required by the Gas Safety Regulations on all gas installations. In addition to the safety check we will also carry out an annual service on all gas appliances which we are responsible for.
Landlord Gas Safety Record (LGSR)	A certificate issued by a Gas Safe engineer as a record of their inspection of a gas installation. These are issued for gas installation in domestic properties only.
Landlord Duties (Regulation 36)	The statutory duties placed on landlords under Regulation 36 of the Gas Safety (Installation and Use) Regulations 1998 (as amended) relating to the inspection, maintenance, record-keeping and safe operation of gas installations and appliances.

Key Term	Definitions
Gas Repairs and Maintenance Work	Is the essential day-to-day repairs which are categorised as either emergency, urgent or routine which cannot be left to the next cycle of programmed or planned maintenance, without posing a threat to the safety or health of the tenant, the property or the landlord's repair obligations. Day-to-day repairs are reactive repairs mostly reported by tenants or arise from re-lets and inspections carried out by us.
Change of Tenancy Gas Safety Checks	Checks carried out at the start of a new tenancy either at a change of tenancy or a mutual exchange.
Emergency Repairs	Covers any situation where works are required to make a property safe, where there is a safety risk to the tenant or members of the public.
Urgent Repairs	Works which are not classed as emergencies, but which would cause a high degree of unavoidable inconvenience to the tenant and where there is no immediate threat to health, safety or the security of the property. This includes a significant loss of heat or hot water or water leaks from the system that could damage the occupant's personal property or property belonging to us. If action can be taken by us or by the tenant in the short term to remove or reduce the major inconvenience, then this would be done, and the repair would then follow as a routine category repair.
Routine Repairs	Works identified as not being urgent and not causing any immediate danger to the tenant or the public and having no significant effect on heating or hot water output, but which cannot be delayed until a future cyclical maintenance programme or planned programmed renewal.
Defects	Are faults occurring with a new building or a major repair or renovation project within the defects liability period of the completed project. This period is generally 1 year but for smaller projects may be less. These faults are generally due to material failures or workmanship issues or other issues within the control of the contractor or developer and so must be put right by them at no additional cost. The full definition of a defect will be found in the conditions of contract for the relevant project.
Gas Safe Registration	Gas Safe Registration or such other registration scheme approved by the Health and Safety Executive for the purposes of showing appropriate qualification and competence under The Gas Safety (Installation and Use) Regulations. The Gas Safe Register is the official gas registration body for the UK. To carry out gas works legally in the UK businesses and engineers must be on the Gas Safe Register.
Contractor	Refers to all external contractors who carry out gas safety checks, servicing, repairs and maintenance work.
No Access Procedure	The formal process followed by Clyde Valley Group to obtain access to properties for statutory gas safety inspections, including appointment attempts, written notices, escalation, forced access where lawful, and associated record-keeping.
Forced Access	Lawful entry to a property without the tenant's consent, undertaken as a last resort to discharge statutory gas safety duties, in accordance with tenancy conditions, legal advice and approved procedures.
Capped Gas Supply	A gas supply that has been isolated and physically capped by a Gas Safe registered engineer to prevent use of gas where an

Key Term	Definitions
	unsafe condition, non-access, or absence of safety certification exists.
Communal Gas Installation	A gas installation, appliance or plant room that serves more than one dwelling or premises, including communal boilers and associated pipework, for which Clyde Valley Group retains landlord responsibility.

## 5. Procurement Requirements

### Procurement Policy

Clyde Valley Group will tender for Gas Safety maintenance, servicing and replacement contracts in line with its Procurement Policy ensuring value for money and quality of service.

### Procurement Routes

Clyde Valley Group utilises a variety of procurement routes when tendering contracts including arranging their own tendering exercises. In some instances, Clyde Valley Group will utilise external frameworks such as Scotland Excel, Scottish Procurement Alliance and Procurement for Housing.

### Specific Procurement Requirements for this Policy

Clyde Valley Group will define a detailed scope of works for all contracts pertaining to gas safety maintenance, servicing and replacement and will follow through a rigorous tendering and contractor selection process.

Only qualified and competent gas contractors and engineers will be allowed to work on or install any of our gas systems and appliances. These companies and engineers must be registered on the Gas Safe Register.

All contractors will be required to show evidence of their Gas Safe Registration where required and provide written confirmation of the Gas Safe Registration for individual engineers that will be working on any of our gas systems. Such written confirmation will also confirm which areas of gas work the individual engineers are qualified and certified to carry out.

Questionnaires will be issued to all new contractors prior to their appointment to gather the above information.

A formal system of contractor monitoring will be established and maintained to ensure the gas safety management system continues to operate in compliance with the agreed scope of works and with documented procedures and that any non-conformances, ineffective arrangements and problem areas are quickly identified and actioned upon.

A defined 'no access' procedure will be developed to ensure all reasonable steps are taken by the contractor and the Association to meet the 12-month deadline for landlord's gas safety checks.

## 6. Gas Safety Management System

Clyde Valley Group will develop and implement a Gas Safety Management System to demonstrate management and compliance of Gas Safety in Clyde Valley Group's properties

and premises. The Gas Safety Management System components are covered below within the policy.

## **Record Keeping**

Under current legislation Landlord Gas Safety Records must be kept for a period of 2 years.

Clyde Valley Group will establish and maintain a formal system for recording all activity in relation to gas servicing, maintenance, repairs, installations, emergencies, and all other relevant gas safety management data.

In relation to the annual gas safety inspection programme, Clyde Valley Group will hold the following records as a minimum:

- Date of previous gas safety checks and date of latest check.
- Inspection records, findings, and actions.
- Reports and communications from gas contractors.
- No access reports and actions (audit trail).
- Properties with service beyond 12 months.
- Intermediate safety checks on properties (voids).
- External Audit Reports.
- Maintenance and repair records.
- Emergency situations and actions taken.
- Letters of complaint.
- Records of all properties with capped gas supplies.
- Quality assurance reports.

A copy of the Landlord Gas Safety Record will be provided to the tenant within 28 days of the check being carried out.

## **Information to Tenants**

On an annual basis (and at the time of new tenants being housed), the Association will outline the pertinent issues of gas safety to tenants by way of written communication.

This will include:

- Emergency contact numbers and reporting procedures for gas leaks and carbon monoxide emergencies.
- The Association's commitment to gas safety.
- Tenants' responsibilities under their Tenancy Agreement.
- Key health and safety risks.
- The importance of the annual safety check and the need for access to premises.
- Key points on the safe use of gas and gas appliances including action to be taken if a gas leak is suspected.
- The requirement to ensure that all gas-related work must be carried out by a Gas Safe registered engineer.

Formal 'rules' setting out tenants' gas safety obligations and duties will be clearly set out in their Tenancy Agreements. The Association will define a procedure for dealing with unauthorised gas installations, repairs, disconnections, and other gas related activities which fall foul of the Tenancy Agreement.

## **New or Replacement Gas Installations and Heating**

Only qualified and competent contractors or sub-contractors will be allowed to carry out installation works.

All contractors carrying out planned works in Clyde Valley Group premises and properties and required to provide a Construction Phase Plan as part of the Construction (Design and Management) Works 2015. This includes the provision of risk assessments, control measures and methods on how the works will be carried out in a safe manner.

Where planned works include new or existing gas installations, supplementary information in the Construction Phase Plan should demonstrate how they will meet the requirements of all gas safety legislation.

We will ensure that we receive a completion/commissioning certificate for each property prior to handover signed by an approved engineer. The certification must confirm that the installation has been:

- Installed as per the manufacturer's instruction and in accordance with the Gas Safety (Installation and Use) Regulations 1998.
- Installed by a competent person.
- The system has been fully commissioned in accordance with the manufacturer's requirements.
- Rust inhibitor of suitable concentration has been added to the system.
- That the following checks have been carried out and recorded:
  - The effectiveness of the flue.
  - The adequate supply of combustion air.
  - The operating pressure and/or heat input.
  - That it is operating safely.

All installation, testing and commissioning certificates will be passed on to the Compliance Team for future inclusion in the Gas Safety programme. All contract documents and drawings will be retained for future reference.

## **Management of New Build and Remodelling Projects**

The Asset Manager and Development Manager are responsible for ensuring any new build or remodelling projects are managed in accordance with this current policy and Gas Safety legislation. This includes the following:

- Where new or existing gas installations are specified as part of a new build or remodelling project. At the earliest stage, Clyde Valley Group will ensure all relevant appointments such as Designers, Specifiers, Contract Administrators, Surveyors, Safety Advisers, and Inspectors have the relevant experience, insurances, and qualifications to design and oversee each project.
- All parties of the Project and Construction team should be aware of their duties and requirements under the Construction (Design and Management) Regulations and current Gas legislation. Appointments should be made at the earliest stage to allow collation of Pre-Construction information including designer risk assessments and passed onto the Contractor for development of the Construction Phase Plan and Health and Safety File.
- All appointed contractors must provide evidence they have the relevant qualifications, experience, and competencies to manage and undertake the works in accordance with all relevant legislation.

- Contractors must demonstrate a robust management system is in place to ensure all planned works to a new or existing gas installation will be adequately supervised and undertaken by experienced members of the Gas Safety Registration Scheme. A process should be in place for identifying and selecting competent and experience persons or subcontractors.
- Designers, Specifiers and Contractors must ensure that all components, materials, and fittings specified and used for gas installations are in accordance with the Gas Safety Regulations.
- On completion of projects, all Installation, Testing and Commission documentation will be passed to the Compliance Team for inclusion into the future Gas Safety maintenance programme.
- All Handover documentation such as Health and Safety Files and Operational and Maintenance Manuals are to be retained for future reference. Clyde Valley Group requires both physical and digital copies of this documentation to be provided at the end of each project.

### **Landlords Annual Gas Safety Check**

Annual safety checks must be carried out on all appliances every 12 months to comply with the current legislation. In line with the traditional date method, we work on a 10-month cycle for safety checks to ensure that we complete these within the 12 month anniversary period.

A robust non-access procedure is in place to cover the non-access process. This process will allow for up to 3 attempted appointments/visits to be made to each property to carry out the safety check and service.

On a third visit if access is not permitted entry will be forced in line with the Scottish Secure Tenancy agreement to allow the safety check and service to proceed. If access is gained on the third visit but no live gas or electric supply is available due to lack of credit in the meter or for any reason then the gas supply will be capped to make it safe.

Once credit is obtained the tenant will be required to contact us to have the gas uncapped and the safety check and service completed before they will be able to use the gas system in the property.

Where tenants are identified as being vulnerable additional measures will be considered depending on the circumstances, this may include offering the use of temporary heaters for a reasonable period after the gas supply is capped to allow the safety check to be carried out.

For Mid-Market and Market Rent properties, Clyde Valley Group cannot force access under the terms of the tenancy agreement, but we will, where required seek a court order to allow us to force access to discharge our duties.

For all properties, Clyde Valley Group will follow due process and force access where required.

Where a gas appliance fails the safety check the contractor will advise Clyde Valley Group and the appliance will be isolated until a repair can be carried out. Under the gas industry unsafe situations procedure (GIUSP) a warning notice will also be issued. The tenant will be advised not to use the appliance.

The appointed contractors will provide a programme of at least two months before service visits are due which we will check to ensure it complies with the policy and procedure timescales and includes all appropriate properties.

The safety check will be carried out in accordance with the current regulations by a qualified and approved engineer. On completion the engineer will issue a Safety Check Certificate. The certificate will record the required statutory information outlined in Regulation 36(3)(c) and any additional information required under the contract. This will be issued to us and a copy left in the property for the tenant.

On receipt all Safety Check Certificates will be checked for accuracy and will be filed safely and will be retained on file for a minimum of 2 years from the date of the check.

Daily non-access reports will be provided by the contractor showing all properties where safety checks were due each day but were non-accessed.

Monthly management reports will be provided to monitor the annual gas safety check programme, the non-access procedure and the contractor's performance in relation to the agreed programme. These reports will monitor the following:

- Number of Safety Checks due and completed by the anniversary date.
- Number of properties at the second or third visit stage.
- Number of properties passed for legal action.
- Number of properties capped.
- Number of properties having had entry forced.
- Contractor's performance in relation to the agreed annual safety check programme.
- Contractor's performance in relation to the timescales achieved for arranging second and third visits where required.

Progress and performance reports will be provided to the Board of Clyde Valley Housing Association and Clyde Valley Property Services as part of the agreed reporting cycle.

### **Smoke, Heat and CO Alarms**

Clyde Valley Group will, at the same time as the undertaking of the annual gas servicing check, ensure that a check is made of any installed smoke, heat and carbon monoxide (CO) alarms. The gas engineer will test that each appliance is sounding and working in line with manufacturer's instructions, industry best practice and the requirements of the tolerable standard.

Any defects noted or expired devices at the time of the annual gas safety check must be notified to the Compliance Team by the contractor as part of the Landlord Gas Servicing Certificate.

### **Gas Repairs and Maintenance**

This applies to all day-to-day repairs required to gas installations or heating systems up to but not including complete replacement of systems or appliances.

Only qualified and competent contractors and engineers will be used.

The appointed contractor will run a call handling service to deal with all daytime and out of hours repairs calls made directly by tenants or through our staff team.

The repairs will be categorised into one of the following three categories. For emergencies and urgent categories, the timescales is from the time of reporting the repair, for all other categories the timescales are from the first working day after the repair is reported.

- Emergency – attend within 4 hours and repair or make safe.
- Urgent – attend within 25 hours and complete within 3 days.
- Routine – attend and complete within 10 working days.

In accordance with our approach to continuous improvement the above response times will be reviewed on a regular basis.

The category into which a repair is categorised will be solely determined by us based on the type of work required and the effect the problem is having on the occupants and the property and the availability of parts or materials.

Delays and exemptions to the above timescales may occur in circumstances out with our control or the control of the contractors, such as extreme weather or non-availability of parts and materials, or where the extent of the work is so large that the timescale cannot realistically be achieved. In such cases the response time will be extended to allow for these events. Affected tenants will be notified of any delays or extensions to target timescales as soon as possible.

Flexibility may also be introduced in respect of the above categorisation of work or timescales, particularly in the case of vulnerable tenants with particular needs. In such cases repairs may be classified with a more urgent timescale or the target timescales for the particular repair may be reduced. The decision to apply this flexibility will be at our discretion.

For routine repairs where the nature of the repair cannot be ascertained from the information available or where other factors require it then a pre-inspection will be carried out before the repair work can be instructed. If this is required then the target timescale for the work will be extended by the time need to carry out the pre-inspection.

Where repairs cannot be made to the heating system and it is inoperable for any reason the contractor will provide temporary heating, in the form of electric heaters, and advise Clyde Valley Group of the repair issue so that remedial action can be agreed.

Where the contractor has been unable to obtain access to undertake necessary repair work the contractor must bring the situation to the attention of Clyde Valley Group. The Group will ensure that the tenant is contacted as quickly as the situation demands.

Where a gas leak has occurred, Scottish Gas Networks have a statutory duty to attend gas escapes within two hours of them being reported. Scottish Gas Networks will normally shut down the gas supply to an individual property where a leak is found and will not carry out any further works. Clyde Valley Group will therefore follow up on gas leaks by instructing the gas contractor to attend.

In all other respects gas installation and appliance maintenance will be in accordance with our Repairs and Maintenance Policy.

### **Gas appliances fitted by other contractors**

To ensure that deadline dates for gas safety checks are not missed, information on gas appliances fitted by contractors other than the gas safety contractor (for instance in new build properties or through planned maintenance contracts) must be passed to the Compliance Team with an accompanying schedule giving information on:

- Boiler type.
- Boiler and gas meter location.

- Date of installation.
- End of defects period.
- Warranty registration and warranty period.

This information will then be passed to the Clyde Valley Group gas safety contractor to add to their database before properties are out with their defect period and relevant information will also be added to Clyde Valley Group's asset management system.

### **Change of Tenancy Gas Safety Checks and Mutual Exchanges**

A gas safety check will be carried out on the gas installation and any appliances owned by us prior to the start of each new tenancy. Safety checks will be completed within the timescales set in the contract. The engineers will complete a full new certificate inclusive of a full safety check and service of all appliances confirming all appliances are safe to use and submit this to us.

Only qualified and competent contractors and engineers will be used.

The timescale will only be deemed to have been met once the properly completed Safety Check Certificate is received by us along with the return of any keys issued.

The tenant's copy of the completed Safety Check Certificate will be passed to the Customer Success Team for using to the new tenant at allocation.

Properties with gas installations will not be allocated without a current gas safety certificate.

Any appliance which has been installed by a previous tenant will be removed before re-letting (and any remedial works in connection with the removal will be recharged to the outgoing tenant if applicable). No gas appliance should be gifted to the incoming tenant.

Tenants moving into a Clyde Valley Group property through a mutual exchange arrangement will have a gas safety check carried out on their property on the day of exchange. The Housing Officer overseeing the exchange will ensure this is booked with a Gas Safe contractor via the Compliance Team.

### **Out of Management or Long-Term Void Properties**

Where a property is to be out of management or void for a long term or permanent basis then the existing gas supply shall be disconnected from the pipework within the property.

The gas supply shall be physically disconnected at the meter point, and both cut ends blanked. Where appropriate, the gas supplier shall be advised and requested to remove the meter supply from the property.

Where the supply is disconnected an annual inspection will continue to take place in line with our contract to confirm whether disconnection or capping should remain in place.

### **Gas appliances belonging to tenants**

Clyde Valley Group is not responsible for the repair or servicing of tenants own gas appliances (such as gas cookers) or any flues which solely serve these appliances. However, where a tenant-owned gas appliance is connected to a flue or chimney provided by Clyde Valley Group, a visual safety check of the connection and flue arrangement will be undertaken as part of the Group's gas safety management arrangements.

However, where the gas safety contractor identifies that the tenant has their own gas appliance, the contractor will carry out a visual inspection and where the appliance is identified as unsafe the contractor will terminate the gas supply to the appliance and advise the tenant of the required repairs in line with the Gas Safety Industry Unsafe Situations Procedure. Clyde Valley Group reserves the right to rectify any damage that is caused to the gas system through this action and recharge the tenant for any remedial work carried out.

### **Safety Checks to Non-Gas Heating Systems**

Clyde Valley Group does have a small number of non-gas heating systems, that though have no regulatory safety check requirements, Landlords are guided towards carrying out certain safety and/or operational checks. These systems include electrical, oil fuel, air and ground source heat pumps and solar thermal.

Where these systems exist Clyde Valley Group will carry out safety/and or operational checks in line with industry guidance, manufacturer's instructions and best practice advice.

For example, for properties containing air and ground source heat pumps and solar thermal manufacture instructions recommend an annual service and clean of the equipment and a check/replenishment of Glycol levels.

For oil only systems, an Oil Firing Technical Association (OFTEC) registered engineer will be used to safely install, service and repair oil heating systems.

### **Gas Asset and Appliance Register and Reconciliation**

Clyde Valley Group will hold and maintain accurate records of gas appliances and service/safety check information against each property and scheme. This will detail:

- A description of the appliance.
- The make, model and where possible the location.
- The date of installation.
- The date of the current safety check.

This information will be held within the MRI Asset Management System.

Processes will be in place to ensure records are updated to reflect any property divestments, acquisitions (including new builds) and any changes to maintenance and repair responsibility. When appliances are added or replaced, we will update the register accordingly. Installing a new or replacing existing gas systems should be done through Asset Management.

In addition, on a quarterly basis a full property reconciliation will be carried out. This will reconcile the information within MRI against our Open Housing (Housing Management) System to ensure all applicable building and properties remain captured in the relevant servicing schedule.

As part of this reconciliation process Clyde Valley Group will work toward ensuring that where the responsibility for the safety checks falls to a third party (e.g. private landlord, agency managed supported scheme) action is taken to ensure evidence is obtained that all necessary checks have been undertaken.

In addition, it is the intention that to provide assurance that all properties with a gas supply are included within the annual gas safety check programme, all properties identified as not having

a current gas supply will be subject to review, which is likely to include a physical property inspection.

### **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) and Notifiable Events**

RIDDOR relates to work related injury or dangerous occurrences therefore notifications in relation to gas escapes, carbon monoxide incidents or deaths or injury due to gas safety are generally reported by pipeline operators or contractors.

Advice on the requirements for RIDDOR reporting in relation to gas safety can be found on the HSE website.

In relation to gas safety there are duties imposed upon gas conveyers, suppliers, etc. to report cases whereby death or a major injury (as defined by regulations) occurs out of or in connection with the gas supplied.

The types of faults likely to cause death or major injury and would be reportable include:

- A dangerous gas leak arises, for example, from the use of unsatisfactory materials or bad workmanship.
- A gas appliance which spills products of combustion or shows signs of incomplete combustion or shows signs of combustion problems due to inadequate ventilation.
- An appliance which is not suitable for use with the gas supplied.
- An appliance in which a safety device has been made inoperative.
- Use of unsatisfactory materials in gas connections.
- An appliance installation which has become dangerous through faulty servicing.

A single missed gas safety check will not normally be a notifiable event, but where there is a serious service failure (e.g. Clyde Valley Group cannot carry out any gas safety checks due to contractor insolvency) this would be a notifiable event and the Regulators guidance on notification should be followed.

### **Temporary Heating**

Some faults may mean that it is not possible to restore the heating on the initial visit, e.g. if parts are required. In some instances, the gas engineer will ensure the customer is offered one or more electric heaters as a temporary source of heating.

LPG or other bottled gas heating sources will not be provided to tenants as a temporary source of heating.

Compensation for the increased utility costs for the use of these heaters will be offered to customers.

## **7. Roles and Responsibilities**

Clyde Valley Group has defined the following roles with accountability, responsibility and approval of the Gas Safety Policy and Procedures.

Title	Responsibilities	Training Requirements
Board	<ul style="list-style-type: none"> <li>• Strategic overview and final responsibility for setting the direction of Clyde Valley's gas safety compliance.</li> <li>• Support the Chief Executive to ensure the Group maintains compliance with the Gas Safety Policy and all current gas safety legislation.</li> <li>• Ensure adequate policies, resources, and monitoring are in place.</li> <li>• Review compliance reports and risk register updates.</li> <li>• Hold Executive accountable for statutory compliance.</li> </ul>	Gas safety awareness for Board members and an understanding of the legal and regulatory duties.
Audit Committee	<ul style="list-style-type: none"> <li>• Review the findings of internal and external audits, actions, recommendations, and any gas safety failures.</li> </ul>	Gas safety awareness for Audit Committee members and an understanding of the legal and regulatory duties.
Chief Executive	<ul style="list-style-type: none"> <li>• Overall responsibility and accountability for health and safety matters across the organisation.</li> <li>• Ensure compliance with legislation and Scottish Housing Regulator standards.</li> <li>• Ensure policies, procedures, and resources are effective.</li> <li>• Escalate risks to Board.</li> </ul>	<p>Leadership-level health and safety compliance awareness.</p> <p>Annual refresher on gas safety statutory duties.</p>
Property and Development Director	<ul style="list-style-type: none"> <li>• Delegated responsibility for ensuring statutory compliance against this policy.</li> <li>• Ensure the Gas Safety Policy is effectively managed, administered and reviewed.</li> <li>• Facilitate implementation of the Gas Safety Policy and procedures through provision of adequate resources and training.</li> <li>• Oversee gas servicing contracts, performance and KPIs.</li> <li>• Monitor contractor compliance and escalate risks.</li> <li>• Deliver training on Clyde Valley policy and procedures as and when required.</li> <li>• Liaise with the People Team to ensure external training requirements are met.</li> <li>• Provide a quarterly report on all property related health and safety matters, including gas safety management.</li> <li>• Report any significant breaches, incidents and actions to Board, Chief Executive and Executive Management Team.</li> </ul>	In depth training on gas safety regulation and compliance frameworks.

Title	Responsibilities	Training Requirements
Asset Manager (Responsible Person)	<ul style="list-style-type: none"> <li>• Designated Responsible Person for ensuring implementation and delivery of the Gas Safety Policy and Procedures.</li> <li>• Procurement of gas servicing, maintenance and replacement contracts.</li> <li>• Practical delivery of all gas-related projects and maintenance contracts is undertaken in accordance with the policy and procedures.</li> <li>• Maintain gas servicing register and ensuring 100% compliance.</li> <li>• Undertake periodic reviews of the policy and procedures to identify improvements, amendments, and any latest updates on gas-related legislation and good practice.</li> <li>• Manage contractor relationships and monitor certificates, investigating non-compliance or incidents.</li> <li>• Provide the Senior Compliance Officer with support and guidance as required to allow them to fulfil their role.</li> <li>• Ensure requirements of this policy are implemented into day-to-day working practices.</li> <li>• Advise the Senior Compliance Officer of significant changes to heating systems and appliances.</li> <li>• Check operatives and contractors are Gas Safe Registered.</li> <li>• Provide regular updates and reports for Board and Executive Management Team.</li> <li>• Escalate all relevant issues, policy breaches, and significant incidents to the Property and Development Director, Chief Executive and Board.</li> <li>• Ensure periodic audits are undertaken and conduct performance reviews of contractors conducting maintenance and installation works.</li> <li>• Ensure planned works to new and existing gas installations are conducted in accordance with all relevant legislation.</li> </ul>	<p>Gas safety management/ awareness training.</p> <p>IOSH Managing Safely or equivalent.</p> <p>Up to date knowledge of Gas Safety (Installation and Use) Regulations.</p>
Senior Compliance Officer	<ul style="list-style-type: none"> <li>• Day to day management of gas safety across Clyde Valley properties.</li> <li>• Preparing and reviewing lists of addresses for 10-month programming to meet the 12-month deadline.</li> <li>• Administrating payment requests, variations, and invoicing.</li> </ul>	<p>Gas safety management/ awareness training.</p> <p>IOSH Managing Safely or equivalent.</p>

Title	Responsibilities	Training Requirements
	<ul style="list-style-type: none"> <li>• Effectively monitor control plans to ensure they are being implemented, including liaising with the Repairs Manager to ensure gas safety management is being undertaken in void properties.</li> <li>• Overseeing arrangements when there are access issues; or, in worst case scenarios where gas needs temporarily capped or where, forced access becomes the final option.</li> <li>• Ensure each relevant property and premises retain a Landlord Gas Safety Record for a minimum of 2 years and that they are uploaded to MRI timeously.</li> <li>• Escalate all relevant issues, policy breaches and significant incidents to the Asset Manager in line with escalation procedures.</li> <li>• Provide support and guidance to key members of the Compliance Team to ensure operational management of the policy and procedures.</li> <li>• Implement measures and controls to ensure all gas related emergencies are addressed within agreed timescales.</li> <li>• Co-ordinate a monthly audit of Gas Safety Records with a focus on continuous improvement.</li> </ul>	<p>Up to date knowledge of Gas Safety (Installation and Use) Regulations.</p>
Compliance Coordinator	<ul style="list-style-type: none"> <li>• Ensure that all gas safety and management related documentation is filed in the asset management system timeously.</li> <li>• Assist the Senior Compliance Officer with contractor paperwork and requesting updated documentation.</li> <li>• Arrange and oversee any remedial works identified in the Landlord Gas Safety Record, including liaison with contractors and customers and maintaining records of remedial works.</li> <li>• Day-to-day management of arrangements when there are access issues; or, where gas needs temporarily capped; or, where forced access is required.</li> </ul>	<p>Gas safety management/ awareness training.</p> <p>Training on Clyde Valley policy and procedures – refresher every 36 months.</p>
Repairs Manager	<ul style="list-style-type: none"> <li>• Ensure that gas safety requirements are being implemented and recorded for void properties.</li> <li>• Ensure responsive repairs involving gas appliances are escalated appropriately.</li> </ul>	<p>Gas safety awareness (non-technical).</p> <p>Training on Clyde Valley policy and</p>

Title	Responsibilities	Training Requirements
		procedures – refresher every 36 months.
Technical Inspector – Voids	<ul style="list-style-type: none"> <li>Ensure that gas safety requirements are implemented and recorded for void properties.</li> </ul>	Gas safety awareness (non-technical).  Training on Clyde Valley policy and procedures – refresher every 36 months.
Senior Technical Inspector	<ul style="list-style-type: none"> <li>Provide training and information to Technical Inspectors, including toolbox talks.</li> <li>Pass on any gas safety issues identified by Technical Inspectors to Senior Compliance Officer.</li> </ul>	Gas safety awareness (non-technical).  Training on Clyde Valley policy and procedures – refresher every 36 months.
Technical Inspectors	<ul style="list-style-type: none"> <li>Alert Senior Technical Inspector to any gas safety issues identified during visits to properties.</li> </ul>	Gas safety awareness (non-technical).  Training on Clyde Valley policy and procedures – refresher every 36 months.
Gas Safe Registered Contractor/ Engineer	<ul style="list-style-type: none"> <li>Carry out annual gas safety checks and servicing in line with regulations.</li> <li>Complete Landlord Gas Safety Record (LGSR) accurately and in line with the Health and Safety Executive’s guidance.</li> <li>Undertake responsive repairs, installations and remedial works using a safe method of working and ensuring compliance with gas safety regulations.</li> <li>Report immediately on any unsafe situations or required remedial works.</li> <li>Provide certification within required timeframes.</li> <li>Ensure any persons they use to perform gas installation or maintenance work, either under contract, or on their behalf are Gas Safety Registered.</li> <li>Ensure workmanship, fittings and materials used are in accordance with the Gas Safety Regulations.</li> <li>Collate handover documentation including a Health and Safety File and Operational and Maintenance Manuals. This should also include all Installation, Testing and Commissioning certificates.</li> <li>To report the use of a gas appliance if they expect it to be unsafe.</li> </ul>	Gas Safe Registration (mandatory).  CPD and re-certification every 5 years.

Title	Responsibilities	Training Requirements
Customer Success (Allocations)	<ul style="list-style-type: none"> <li>• Support access arrangements with tenants.</li> <li>• Communicate importance of gas servicing to customers.</li> <li>• Enforce tenancy conditions regarding compliance.</li> </ul>	Basic gas safety training.  Refresher on forced-access legal framework.
Customers	<ul style="list-style-type: none"> <li>• Provide access for annual servicing and checks.</li> <li>• Report gas faults or suspected leaks immediately.</li> <li>• Do not tamper with or alter gas installations.</li> <li>• Cooperate with landlord to maintain safety.</li> </ul>	
External audit engineer/ consultant	<ul style="list-style-type: none"> <li>• Carry out random audits of the Gas Servicing contractor works (or installations carried out by other contractors) to ensure a high standard of work is being delivered.</li> </ul>	

The Health and Safety Operational Group will receive quarterly updates on compliance with this policy and will receive notification of any gas safety breaches.

## 8. Compliance and Legal Requirements

### Legislative Requirements

Clyde Valley Group has a number of legal obligations it must adhere to including:

- The Health and Safety at Work Act 1974.
- Gas Safety (Installation and Use) Regulations 1998.
- Housing Scotland Act 2014.
- The Management of Health and Safety at Work Regulations 1999.
- The Construction (Design and Management) Regulations 2015.
- Occupiers Liability Act (Scotland) 1960.
- Building Regulations and Building Standards (Scotland) Regulations.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- The Gas Industry Unsafe Situations Procedure – IGEM.
- The Scottish Housing Quality Standard (SHQS).
- The Tolerable Standard.
- The Scottish Secure Tenancy (SST).

### The Gas Safety (Installation and Use) Regulations 1998

The Gas Safety (Installation and Use) Regulations 1998 set out the primary requirements for gas safety in homes. The Gas Safety Regulations place a duty on Landlords to ensure all properties and premises with gas installations have an annual safety inspection. These inspections need to be conducted by a qualified person who is a member of the Gas Safe Registered Scheme. This scheme is accredited by the Health and Safety Executive. The safety inspection is referred to as a Landlord's Gas Safety Record (LGSR), or previously as a

CP12 certificate. Copies of the Landlord's Gas Safety Record need to be retained for at least 2 years. Customers should be issued with a new copy of the Gas Safety Record within 28 days of the inspection.

All installation, pipe work, appliances, and flues that Clyde Valley Group own and provide for customer's use, require to be maintained by a member of the Gas Safe Register Scheme. This includes ensuring a process is in place for arranging prompt remedial works when faults are identified following the annual inspections.

The Gas Regulations also place a duty on Landlords to ensure any contractor conducting replacement or upgrade works to new or existing gas installations have the relevant experience. Again, any person/installer who undertakes gas installation works are required to be a member of the Gas Safe Registered Scheme.

The Gas Safety (Installation and Use) Regulations set out the requirements for landlords to inspect and service gas installations on an annual basis and to only allow qualified and approved gas engineers to work on any gas appliances or installations. These sit within the wider context of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999.

Clyde Valley Group will comply fully with its statutory obligations and will ensure effective procedures are in place to ensure full compliance with Regulation 36 (Landlord Duties) of the Gas Regulations. Under the terms of this legislation, the Landlords specific responsibilities are as follows:

- In line with the traditional date method, provision and management of a 10-month cycle inspection programme to ensure a Gas Safety Record inspection is undertaken within the 12-month anniversary of the previous inspection or installation of a new appliance, (for example if the Gas Safety Inspection was carried out on the 23rd May 2025, the certificate is valid until the 23rd May 2026 – same date but 12 months on).
- Ensuring installation pipe work, appliances and flues provided for customers are maintained in a safe condition.
- Ensuring the annual Gas Safety Maintenance inspections are conducted by a member of the Gas Safe Registered Scheme and the engineer has the required competencies to carry out the type of gas work required.
- Retaining a record of each safety check for a minimum of 2 years.
- Ensuring a copy of the Landlord's Gas Safety Record is issued to existing customers within 28 days of the inspection being completed and to any new customer before they move into the property. For communal boilers, the Landlord's Gas Safety Record must be displayed in a prominent position within the communal area.
- Ensuring void properties are inspected for safety and a copy of the check is provided to customers on the date of entry.
- Ensuring contractors and any person arranging and conducting planned works on new or existing gas installations have the relevant experience and are currently member of the Gas Safety Registered Scheme.
- The regulations we follow and adhere to aim to prevent injury to consumers and the public from either carbon monoxide (CO) poisoning or fire and explosion.
- Provide Clyde Valley Group with evidence that each operative is gas safety registered prior to undertaking any gas safety checks.

The Regulations require that landlords check and maintain landlord owned equipment, including equipment which serves a property but is not located in that property (such as communal boilers). They do not require landlords to check and maintain:

- Appliances owned by tenants.
- Flues/chimneys connected solely to an appliance owned by a tenant.

### **Scottish Housing Regulator requirements**

The Scottish Housing Regulator requires Clyde Valley Group to submit an Annual Return on the Charter to allow the Scottish Housing Regulator to assess and report on landlord performance. The Scottish Social Housing Charter sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The following charter outcomes are relevant to this policy:

- **Quality of Housing:** that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) which includes, under Annex E, Element 46, the requirement for the gas system and any appliances to be safe. This is evidenced through compliance with the Gas Safety (Installation and Use) Regulations 1998.

Gas safety also falls under two indicators within the Annual Return on the Charter:

- **Indicator 6:** Scottish Housing Quality Standard (SHQS) compliance.
- **Indicator 11:** the number of times in the reporting year that the statutory duty to complete a gas safety check was not met.

### **9. Communication and Awareness**

This policy is posted on Clyde Valley's website and is accessible to all. The key stakeholders outlined within the policy will receive awareness training around roles and responsibilities and key areas of the policy and related procedures. At each review of the policy there will be no formal awareness unless significant changes have been made, in this case a general notification of the revisions will be posted through the briefing process.

The policy will be shared with customers upon request, together with gas access procedures if required.

Clyde Valley will promote and raise awareness of gas safety to customers, including an understanding of gas safety issues and the importance of the annual gas safety check. This will be done in a number of ways, notably:

- Tenant's handbook which details tenant responsibilities under their Tenancy Agreement.
- Gas safety leaflet which explains the importance of gas safety and details of the processes for organising and carrying out gas safety checks.
- Annual article in the tenant's newsletter.
- Gas safety page on the Group's website.

Specific advice will also be drafted for those customers with non-gas heating systems and appliances.

### **10. Risk Management**

Clyde Valley Group will manage any identified risks through its Risk Management Policy ensuring that risks are identified, assessed, managed and mitigated.

The risk of not following this policy are that Clyde Valley Group will not comply with the requirements of the Regulations and other industry guidance and will fail to appropriately

maintain customer heating and hot water systems, leading to a detrimental impact on their safety and comfort. This may result in:

- Prosecution by the Health and Safety Executive under Health and Safety at Work Act 1974.
- Prosecution under the Gas Safety (Installation and Use) Regulations 1998.
- Prosecution by the Local Authority under the Housing Act 2004.
- Prosecution under Corporate Manslaughter and Corporate Homicide Act 2007.
- A notifiable event to the Scottish Housing Regulator.
- Reputational damage.
- Loss of confidence by stakeholders in and external to the Group.

## **11. Improvement, Monitoring and Review**

### **Policy Review**

This policy will be reviewed every three years or as and when changes to legislation or best practice guidance necessitate it. Reviews will incorporate tenant and stakeholder feedback, any learning and regulatory updates. The purpose of the review is to assess the policy's effectiveness and adherence to current legislation and good practice and identify any changes which may be required. Any amendments to the policy will be communicated to staff and stakeholders within 30 days of approval.

### **Internal Assurance**

Clyde Valley Group must have assurance that all those carrying out gas works within its buildings and properties are competent to do so, specifically they must ensure that all businesses and engineers carrying out Gas works are Gas Safe Registered.

The Compliance Team will maintain a register of all Gas businesses and engineers carrying out works for Clyde Valley Group. This will include the specific qualifications of the engineers and the expiration date. Processes will be in place to ensure that the register is kept up to date e.g. new engineers added, and that evidence is obtained of renewed qualifications.

A formal system of monitoring the gas servicing/landlord's inspection and all gas repair work will be established and maintained with properly defined reporting, escalation, and action procedures.

The monitoring system will include, as a minimum, timeous review of:

- All servicing, repair and installation certificates.
- Unsafe gas systems.
- Capped meters.
- No access procedures and problems identified.
- Any properties not completed within the 12-month anniversary.
- Void properties and properties out of management.
- Quality assurance / quality control reports.
- Repairs and maintenance reports and key performance indicators.
- Training and competence of responsible persons, and contractors.
- Gas Safety Registrations for all contractors and engineers working on Clyde Valley Group contracts.

The performance of gas and heating contractors will be managed by the Asset Manager, supported by a suite of internal metrics and KPI dashboards. Monthly operational meetings

will be held with Contractors within which performance is discussed and documented, with procedures in place to take more formal action to address performance issues if required.

### **Audit and Performance Reporting**

- Weekly Reporting to the Asset Manager
- Monthly Reporting to the Director of Property and Development and as part of regular Group reporting in Decision Time.
- Quarterly reports will be prepared and issued to the Health and Safety Operational Group.
- Quarterly reports will be prepared and issued to the CVHA Board.
- Quarterly reports will be prepared and issued to the CVPS Board.
- Annual reports will be prepared and issued as part of the Annual Return on the Charter and as part of the Annual Assurance Statement review.

### **Key Performance Indicators**

The key performance indicators for reporting include:

- Percentage compliance for Gas Services completed within 12 months.
- Percentage compliance for Non-Gas properties completed within 12 months.
- Percentage compliance for Communal Boilers completed within 12 months.
- Number of properties completed within First Time Access.
- Number of properties completed within Second Time Access.
- Number of properties completed within Forced Access.
- Percentage of properties where forced access was arranged but not required.
- Percentage of properties with a completed record of gas servicing for 2 years on file.
- Percentage of gas services where the tenant has received a copy of the gas safety check record within 28 days of the check being completed.
- Number of properties with a capped gas supply.
- Percentage of properties with a capped gas supply where the annual safety check and service has been completed within 12 months.
- Number of external technical audits completed of Gas Service Certificates within 12 months.
- Number of immediately dangerous classifications for appliances or installations.
- Number of at-risk classifications for appliances or installations.

In addition to the above, we will also use information available to monitor the performance of contractors in relation to heating repairs, including:

- Percentage of jobs attended to on time.
- Average days to complete works orders.
- Right First-Time rate.

### **External Quality Assurance**

Under our gas servicing and maintenance contract it will be a requirement of the appointed contractors to carry out in-house quality control inspections on a percentage of the work of all their engineers who work on the contract.

The contractors will be required to regularly produce details of the quality control inspections carried out to allow us to monitor that the checks are being done and that any issues identified are being dealt with appropriately.

In addition to the contractor's in-house quality control, we will also appoint a qualified gas quality control assessor to do an audit of 10% of all work carried out by the contractors. These third-party inspections will mainly cover landlords' annual safety checks but will also include an element of reactive repair work and replacement installations.

The third-party quality control audit will be done on a regular basis and the results of the inspections and any recommendations that are made will be passed to the gas contractor involved. Where necessary feedback will be obtained from the contractor on any improvement measures necessary to address any failings or shortcomings identified by the audit.

The contractor undertaking the quality assurance work will require to be Gas Safe registered and employ fully qualified engineers.

Where a quality assurance check identifies non-compliances or where unsatisfactory performance of the primary gas contractor is being observed details of the problems and suggestions for rectification will be clearly set out in the quality assurance contractor's report.

Where the quality assurance contractor identifies situations that pose an immediate or imminent risk to health, the contractor will notify the Clyde Valley Group immediately, and out with the normal reporting regime.

## **12. Training and Competency**

### **Gas Safety Awareness Training**

All staff with responsibilities in Gas Safety Management are required to undertake Gas Safety Awareness Training and ensure they are familiar with this policy and their specific roles and responsibilities. They should also ensure they are up to date with current Gas Regulations.

Clyde Valley Group encourage staff directly involved in Gas Safety Management to undertake accredited training courses to further their skills and knowledge.

### **Training Records**

Clyde Valley Group's People Team will maintain a record of gas safety training for both existing and new members of staff.

## **13. Key References and Supporting Documents**

This policy is supported by a range of internal and external documents that provide further clarification, procedures and guidance.

### **Supporting Documents**

Supporting documents include related policies, procedures, operational standards and guidelines that inform compliance and implementation. This policy should be read in conjunction with Clyde Valley Group's:

- Health and Safety Policy.
- Asset Management Plan.
- Procurement Strategy and Policy.
- Rechargeable Repairs Policy.
- Asbestos Management Policy.
- Privacy Policy.

- Gas Servicing Management Plan.
- Repairs and Maintenance Policy.
- Electrical Safety (EICR) Policy.
- Access and Forced Entry Procedure.

## **Key References**

Key references include applicable legislation, regulatory requirements and standards:

- Gas Safety (Installation and Use) Regulations 1998
- The Gas Safety (Installation and Use) (Amendment) Regulations 2018
- The Health and Safety at Work Act 1974
- The Housing Scotland Act 2014
- The Data Protection Act 2018
- The Freedom of Information (Scotland) Act 2002
- Management of Health and Safety at Work Regulations 1999
- The Construction (Design and Management) Regulations 2015
- The Procurement (Scotland) Regulations 2016
- Scottish Building Standards (Building Scotland) Regulations 2004
- Corporate Manslaughter and Homicide Act 2007
- Occupiers Liability Act (Scotland) 1960
- Communities Scotland (Regulation and Inspection) Gas Safety matters
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Control of Substances Hazardous to Health (COSHH) Regulations 2002

Underpinning the above, there are detailed Health and Safety Executive published documents, industry standards and guidance which are enforceable and are applicable to this policy, notably:

- The Gas Industry Unsafe Situations Procedure.
- Gas Safe Technical Bulletins.
- Gas Safe Register Rules of Registration.
- HSE ACOP L56 – “Safety in the installation and use of gas systems and appliances”.
- HSE INDG285 – “A guide to landlords’ duties: Gas Safety (Installation and Use) Regulations 1998”.

## **14. General Data Protection Regulations**

Clyde Valley treat personal data in line with our obligations under the current data protection regulations and our own Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Group’s Privacy Notice.

## **15. Equality, Diversity and Inclusion**

At Clyde Valley we value people and their diversity and strive to be inclusive. We respect others, regardless of personal differences and we listen to people to understand their needs and tailor our services accordingly. We will strive to promote equal access to our service for all members of the community and provide fair and equal treatment, promoting human rights in line with our Equality, Diversity and Inclusion Policy.

## 16. Approval and Review History

Version	Approval Date	Author of Change	Changes	Approved by	Date Approved
1.0	01/06/2026	J Hands	Full review and new format and content applied	Board	June 2026