

GAS SAFETY CHECKS FAQs

DO I STILL HAVE TO PROVIDE ACCESS FOR MY GAS SAFETY CHECK DURING THIS TIME?

Yes. Landlords are still required to fulfil their obligations as mandated by the HSE and Government. These requirements have not stopped because of COVID-19. YHG can ensure that every appropriate step is taken to ensure you can remain safe and healthy in your home during the gas safety check.

I HAVE BEEN TOLD THAT I AM A 'SHIELDED' INDIVIDUAL, DO I STILL HAVE TO ALLOW ACCESS FOR MY GAS SAFETY CHECK?

A 'Shielded' individual is not automatically exempt from the requirement to allow access for a gas safety check. YHG will consider the balance of risk presented by the gas system, with the risk to your health. Our assessment will consider factors such as the age, type of appliance, previous maintenance/breakdown history and date of last gas safety check. **In some situations, this assessment may indicate that the gas safety check should still go ahead, of which you will be required to allow access.**

I HAVE A SICK RELATIVE IN MY PROPERTY (NON COVID-19 RELATED), DO I NEED TO ALLOW ACCESS FOR A GAS SAFETY CHECK?

Yes, you do. As the law mandates YHG to continue to undertake Gas Safety Checks, you are required to afford access. You may want to temporarily move any sick dependants to an alternative room away from the room where the gas appliance is located, this will ensure our operative can remain two metres apart from everyone in your household. Our operative will follow strict PPE and cleanliness protocols.

WHAT STEPS ARE BEING PUT IN PLACE TO KEEP ME SAFE IN MY HOME?

In accordance with Government Guidance, YHG has embedded many processes to ensure you can remain safe in your home. The biggest line of defence is social distancing. Placing yourself at least two metres away from our operative is key, this may mean waiting in another room when the gas check is undertaken. YHG will ensure our operatives follow strict PPE and cleanliness guidelines, as set out by Government and as advised by the Construction Council.

WHAT PPE AND SAFETY STEPS WILL YOUR OPERATIVES BE UTILISING AT MY HOME?

Where appropriate and proportionate, our operatives will wear:

- A respirator mask / face covering
- Eye protection
- Disposable overalls
- Disposable plastic apron
- Disposable nitrile gloves.

Our operatives will also:

- wash hands on arrival and on exit of your property.
- ensure Social Distancing measures – two meters apart at all times.

Our operatives may only wear a face mask where a customer has Covid-19 Symptoms or is Shielding.

HOW LONG WILL A GAS OPERATIVE BE IN MY PROPERTY?

A Gas Operative will take around 15-30 minutes to undertake a safety check, per appliance.

DO I HAVE TO TOUCH OR SIGN ANYTHING?

No, you are not required to handle an operative's PDA or sign an operative's PDA during this period. This may change in line with the Covid-19 situation.

CAN YOUR OPERATIVE COME AROUND THE SIDE OF MY HOME AND ENTER MY PROPERTY VIA AN ALTERNATE DOORWAY, SAY A BACK DOOR?

Yes, if your gas appliance is in your kitchen or towards the back of your property and you are comfortable, YHG can arrange for a Gas Operative to access your property by an alternative door, for example a 'back door' to access your gas appliance.