



## **GAS SAFETY POLICY STATEMENT**

Tristar Homes Limited is committed to achieving the highest standards in the services it provides. This supports The Company's Strategic Objectives, Values and Mission Statement - "Working in partnership to provide quality homes and services in safe and sustainable communities."

The aim of this policy is to ensure the safety of people in properties, owned or managed by Tristar Homes Ltd and which have gas appliances. We aim to protect the health and welfare of the occupiers of our properties, visitors, staff, contractors and the general public so far as is reasonably practicable.

To achieve this we will:

- Ensure compliance with current legislation and best practice. Under Sections 36 & 39, respectively, of the Gas Safety (Installation & Use) Regulations 1998 and the appropriate Codes Of Practice For Solid Fuel Installations.
- Identify and manage all risks involved.
- Provide an excellent repairs service.
- Deliver our customer service promises (Appendix 1)
- Provide relevant information and maintain a dialogue with our customers and work in partnership with our Contractors.
- Maintain all gas appliances that are Tristar Homes Ltd's responsibility, in safe working order and to manufacturers' instructions.
- Continually review the effectiveness and efficiency of our service involving our customers in the process.

We have produced a Gas Safety Procedure specifying all aspects of gas safety management throughout the installation, service and repair of all gas appliances for which Tristar Homes Ltd has responsibility. This procedure is based on compliance with the Gas Safety (Installation and Use) Regulations 1998 and current best practice, and outlines the legal requirements and how we will fulfill them. However, it is flexible enough to allow variations to meet the local needs of our customers.

Employees of Tristar Homes Ltd and Strategic Partners, Contractors and Sub-Contractors will be trained, qualified and competent to undertake all duties required of them.

Systems are established to monitor output, quality and staff competence. Monthly reports on servicing and quality assurance inspections are provided by EC Solutions to Tristar Homes Ltd's Contracts Manager. We will present monthly reports to Senior Management Teams and the Board of Directors.