

Gas Safety Policy

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Summary

The purpose of this policy is to ensure the safe of people in properties owned or managed by Housing 21 that have gas-fuelled heating appliances ('gas appliances'). Gas appliances and their associated chimneys and flues can pose a serious risk to health if they are not properly installed and maintained. We aim to protect the occupiers of our properties, as well as other residents, employees, contractors, and visitors from the risks of gas so far as is reasonably practicable.

Housing 21 service and repair all gas appliances and systems installed and owned by the organisation, whether in a resident's home or in a communal area. These responsibilities may extend to the homes we manage on behalf of other landlords, depending on the arrangements in place for those courts.

The annual gas inspection also extends to properties with no gas appliances where there is an inactive gas meter or service pipe which requires inspection. Residents must remember that they are responsible for the condition and safety of their own appliances.

Equality, Diversity, and Inclusion

Housing 21 aspires to embed diversity and inclusion within all our organisational activities to enable these principles to become part of our everyday processes.

Contents

Policy summary

Legislation

1. Aims, Objectives and Approach
2. Scope
3. Roles and Responsibilities
4. Delivering Excellent Service
5. Contractors Performance
6. Catering Kitchens
7. Carbon Monoxide
8. What to do in a Gas Emergency
9. Training
10. Monitoring and Performance
11. Consultation
12. Procedures and associated policies

Legislation
Gas Safety (Installation and Use) Regulations 1998 (GSIUR) as amended (2018)
The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022
Health and Safety at Work etc. Act 1974
Management of Health & Safety at Work Regulations 1999

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
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Dangerous Substances and Explosive Atmosphere Regulations 2002
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British Standard/Guidance

British Standard 7967

1. Aims, Objectives and Approach

- 1.1 Housing 21 is committed to complying with the requirements of the Gas Safety (Installation and Use) Regulations 1998, which imposes duties on landlords to protect tenants' safety in their homes with respect to gas safety. The main duties as a landlord are set out in Regulation 36 requiring landlords to:
- Ensure gas fittings and flues are maintained in a safe condition. Gas appliances should be serviced in accordance with the manufacturer's instructions. If these are not available, it is recommended that they are serviced annually unless advised otherwise by a Gas Safe registered engineer.
 - Ensure an annual safety check is carried out on each gas appliance and flue within 12 months of the previous safety check.
 - Have all installation, maintenance and safety checks carried out by a Gas Safe registered engineer.
 - Keep a record of each safety check for at least 2 (two) years.
 - Issue a copy of the latest safety check record to existing tenants within 28 days of the check being completed, or to any new tenant when they move in.
 - Display a copy of the latest safety check record in a common area of a building where the gas appliance serves a communal heating system to multiple homes.
- 1.2 Housing 21 will ensure the safe maintenance of gas appliances, flues and installation pipework installed, and solid/LPG fuel systems in premises under its control via an ongoing programme of regular/periodic inspections, together with any necessary remedial work. This will include specific maintenance requirements defined in manufacturer instructions or where this is not available via a check of the physical condition of the appliance, installation pipework, air vents and any flue deterioration, testing, and remedial action.
- 1.3 Housing 21 will maintain records of all annual safety checks undertaken for a minimum of period of two years from the date of the inspection and ensure residents receive a copy Landlords Gas Safety Record (LGSR) as soon as is reasonably practicable (either electronically or in paper copy) after the safety check and no more than 28 days.

- 1.4 Housing 21 appoints Gas Safe Register contractors to inspect and service all HOUSING 21 gas appliances and systems every 12 months. In addition to the annual gas servicing programme, Gas Safe Register contractors also cover day to day maintenance.
- 1.5 Housing 21 has detailed monitoring arrangements in place to identify any properties where an annual check has not yet been completed, including where residents have failed to provide access.

2. Scope

Housing 21 acknowledges and accepts its responsibilities under the Gas Safety (Installation and Use) Regulations 1998.

Housing 21 will:

- 2.2 hold accurate records against each property it owns or manages setting out the requirements for gas safety checks and servicing of all gas fittings, appliances, and flues.
- 2.3 carry out gas reconciliations every six months to ensure adequate assurance that gas supply data held against the organisation's property assets is accurate and up to date.
- 2.4 ensure that each property requiring a gas safety check and/or service will have a landlords' gas safety record (LGSR) that has a completion date not more than 12 months following the completion date of the previous LGSR relating to the property or installation date of new installations.
- 2.5 ensure that where properties are served by individual gas appliance, copies of all LGSR/s are provided to residents within 28 days of completion or, where there is a communal gas appliance the certificate will be displayed in a common area where necessary upon completion of the LGSR.

- 2.6 will manage (see 'Guidance Note 1') gas supplies to all properties when they become void. If an LGSR has not been completed in the previous 12-month period, an LGSR should be programmed prior to re-let. If a property is to be void for a period more than 30 days, the gas supply should be capped off.
- 2.7 manage (see 'Guidance Note 1') gas supplies to all new build properties at handover if the new tenancy is not commencing immediately at the point of handover.
- 2.8 ensure that gas safety checks (see 'Guidance Note 1') are carried out prior to, or immediately following the commencement of any new tenancy (void properties), mutual exchange and/or transfer and that the resident receives a copy of the current LGSR prior to, or immediately after moving in.
- 2.9 carry out gas safety checks of any residents' own gas appliances and will carry out a five-point safety check for gas cookers and service to gas fires where the manufacturers' instructions are available (location/flueing/ventilation/signs of distress/stable and secure). Appliances include cookers and gas fires. Where appliances are found to be faulty these will be disconnected, and a warning notice issued.
- 2.10 test and replace as [necessary](#) all carbon monoxide detectors as part of the annual gas safety check visit. This may include replacement with battery operated smoke alarms.
- 2.11 carry out an annual gas safety check to all properties where the gas supply is inactive (capped) at the request of the resident. This is to ensure that gas supplies have not been reconnected by the resident.
- 2.12 Operational teams will carry out annual assessments of properties where residents have chosen for personal reasons not to use the gas supply in the property. This is to check the resident's wellbeing and to assess that the lack of gas heating is not adversely affecting the condition of the property.

- 2.13 ensure that only suitably competent Gas Safe accredited engineers undertake gas works for the organisation.
- 2.14 carry out a gas safety check and issue a new LGSR for the component following the installation of new gas appliance.
- 2.15 not service or maintain gas appliances in homes that are owned or part-owned by the resident i.e., leasehold, or shared ownership flats where the resident retains responsibility under the terms of the lease.
- 2.16 ensure that robust processes and controls are in place to manage works to void and occupied properties that may affect existing gas installations.
- 2.17 have in place a robust process to gain access to all properties including where resident vulnerability issues are known or identified whilst ensuring the organisation can gain timely access to any property to be compliant with this policy and safeguard the wellbeing of the resident.
- 2.18 ensure that where applicable, all solid fuel, chimney stacks, oiled fire appliances and flues are inspected and maintained at least annually and that this work is completed by a suitably competent engineer.

3. Roles and Responsibilities

- 3.1 The Chief Executive retains overall governance responsibility for ensuring the implementation of this policy to ensure full compliance with the regulatory standards, legislation, and codes of practice.
- 3.2 The Board and Safety Forum will receive regular updates on the implementation of the gas safety policy and gas safety performance along with notification of any non-compliance issues identified.
- 3.3 The Deputy Chief Executive is responsible for ensuring that adequate resources are made available to enable the objectives of the policy to be met.

- 3.4 The Head of Group Property Compliance has strategic responsibility for the management of gas safety and ensuring compliance is achieved and maintained. The Head of Group Property Compliance will oversee the implementation of the gas safety policy, with the operational support of the National Compliance Manager.
- 3.4 The National Health and Safety Manager is responsible for ensuring that this policy and any associated procedures are up to date, maintaining employee awareness, training, and policy development.
- 3.5 The Head of Group Property Compliance has lead responsibility for ensuring operational delivery of the policy and associated procedures, as well as responsibility for monitoring and review, co-ordination of all remedial works.
- 3.6 The Compliance Team organises, manages, and monitors the heating contract and annual gas servicing programme.
- 3.7 Housing Management – Local Housing/Housing/Housing and Care Managers will provide key support in gaining access into properties and where access is providing difficult following guidance to do so. Housing management will, where necessary, also facilitate the legal process to gain access.
- 3.8 Contractors are responsible for carrying out required safety inspections, servicing, maintenance and repairs as determined by the Contract and in accordance with the Contractors Code of Conduct, which is agreed and signed at the commencement of the contract. All contractors will be DBS vetted. Due diligence checks will be undertaken to ensure contractors are Gas Safe registered and competent to undertake works.

4. Delivering Excellent Service

When gas service and safety inspections are carried out:

- 4.1 Gas contractors will provide Housing 21 with a copy of the safety record within 28 days so that we know the gas in residents' home is safe.
- 4.2 Gas contractors will disconnect or isolate any potentially dangerous appliances and inform the relevant department immediately.
- 4.3 If a service cannot be completed due to a defect the contractor will liaise with the onsite Housing Manager and the Compliance Team to seek authorisation to carry out the repairs whilst they are on site. Once authorised the onsite Housing Manager should provide the contractor with a works order number to complete the repairs.
- 4.4 If an appliance is unsafe, it should be repaired immediately or shut off until it can be repaired. If repairs cannot be completed the contractor will contact Housing 21 to consider replacement.
- 4.5 If properties are left without heating overnight, temporary heating will be arranged as a matter of urgency if the loss occurs between 1 October and 31 March or if the resident is considered vulnerable.
- 4.6 If a resident's own gas appliance is found to be defective when the contract carries out a basic check, the appliance will be disconnected and labelled as dangerous. The resident will be advised immediately of the defect and advised it is their responsibility to carry out the necessary repair.

Commercial boilers are serviced in accordance with the manufacturer's recommendations.

5. Contractors Performance

- 5.1 Contractor Performance will be reviewed/audited, and compliance monitored regularly to ensure that the programme of service and inspection continues to comply with this Policy.
- 5.2 Housing 21 will carry out a sample audit of contractor servicing competence using an external consultant. These findings are reviewed by the Head of Technical Services and reported to the Safety Forum.
- 5.3 If residents or employees have concerns with a contractor, the 'M&E Contractor Escalation Form' should be completed (Wilma homepage/Tools and Applications). The log is regularly reviewed by the Contracts Managers who raise issues at performance meetings. Once resolved the Contracts Manager will update the log with the action taken.

6. Catering Kitchens

- 6.1 Gas equipment and services will only be installed, maintained, and repaired by a Gas Safe registered installer.
- 6.2 All catering employees who use the gas equipment will be trained in its proper use and how to carry out visual checks for obvious faults.
- 6.3 The Compliance Team will maintain a register of gas appliances e.g., gas cookers, extraction canopies with gas interlocks within catering kitchens to ensure appliances are checked by competent qualified gas engineers on a regular basis and effective maintenance following the manufacturer's instructions.
- 6.4 All gas safety examination records and documentation will be made available during food and safety inspections.

7. Carbon Monoxide

7.1 In compliance with British Standard (7967) guidance, if a Gas Safe registered engineer or out of hours call handlers acting on behalf of Housing 21 are contacted by a resident reporting fumes, smells, spillage/leakage of gas combustion products or activation of Carbon Monoxide (CO) detectors, they will advise the resident to seek medical assistance immediately to verify if CO is the cause of their illness (and report the results back to Housing 21 at the earliest opportunity – Housing 21 will retain a record of the conversation with the resident). Call handlers or engineers will also transfer the call to Cadent who will arrange to make safe the gas supply as required.

7.2 Housing 21 will appoint an independent specialist contractor to conduct a full inspection of the installation to identify the cause of the suspected CO release.

Carbon monoxide







Carbon monoxide (CO) is released when gas appliances do not have enough oxygen to burn correctly. You cannot see, smell, or taste it and it is highly poisonous. CO can kill quickly without warning or cause serious long-term health problems.

The symptoms of CO poisoning are often mistaken for the flu, food poisoning or fatigue. However, there can be other signs that indicate CO poisoning. For example, if your symptoms occur when you are at home and get better when you leave the house, or if others in your home (including pets) experience similar symptoms at the same time.

Regular servicing can help ensure your appliances burn correctly, but to be extra safe we recommend that you install a suitable audible CO alarm marked with EN50291, the British Standards' Kitemark, or another European approval organisation's mark.

If you think you are suffering from CO poisoning, get fresh air immediately and seek medical help.

Know the signs of carbon monoxide poisoning:

 Headaches	 Dizziness
 Breathlessness	 Nausea
 Collapse	 Loss of consciousness

In line with the BS guidance Housing 21 will, where required, raise an order for the gas supply to be reconnected and for CO detectors, appliances and flue to be checked (to BS 7967) and any remedial work to be carried out.

8. What to do in a Gas Emergency

If you smell gas, it is crucial to act quickly. These are the steps you need to take to stay safe:

- Get fresh air immediately; make sure you open all doors and windows to ventilate the area.
- Turn off the gas emergency control valve (also called gas emergency shut off valve) at the meter, unless the meter is in a basement or cellar or at the LPG bulk tank or storage vessels.
- Extinguish all naked flames and don't smoke.
- Don't operate electrical switches (including turning light switches on or off) because this can ignite escaping gas.
- Contact the relevant National Gas Emergency service number 0800 111 999.
- If the attending emergency operative identifies an issue with any gas appliances, follow their advice concerning the use of the equipment. Where advised, contact a Gas Safe registered engineer to fix the appliance and check it's safe.
- If you're feeling unwell, visit your GP or hospital immediately and let them know you may have been exposed to carbon monoxide.
- Don't turn the gas supply on again until it's been checked by a Gas Safe registered engineer.

9. Training

Housing 21 will provide appropriate training for relevant persons to ensure they fulfil the management and compliance requirements related to their role.

10. Monitoring our Performance

To ensure Housing 21 continue to comply with regulation, the organisation has set a target of 100% for holding current Landlord Gas Safety Records. Gas safety compliance is reported to the Executive Management Team, Safety Forum, and the Board.

11. Consultation

- 11.1 Housing 21's Health and Safety Forum and Policy Steering Group have been consulted about the development of this Policy.
- 11.2 Specific input of technical advice has been sought from Housing 21 employees with operational knowledge of gas safety management (ref. 8.3)
- 11.3 Housing 21's Primary Authority, South Cambridgeshire District Council, Environmental Health have been consulted and approved the final policy.

12. Procedures and Associated Policies

GS Guidance Note 1: Gas Safety Domestic Properties – void inspection check list

GAS SAFETY DOMESTIC PROPERTIES – void inspection check list

If a property has not had an LGSR in the previous 12-month period a full LGSR will be required.

GS: Guidance Note 1

Scheme Managers are responsible for confirming if a void property has a Landlords Gas Safety Report (LGSR) less than twelve months old. LGSR reports can be found [here](#).

If the LGSR is less than twelve months old the Manager should carry out and record a visual to confirm that the fittings are free from observable defects.

If there are any visible defects or the LGSR is more than twelve months old, an LGSR inspection should be programmed via the repairs system.

Property Address		Date of LGSR	
Action		Tick (when completed)	Further action: Yes/No
Carbon Monoxide	Is a carbon monoxide detector fitted and working in each room where there is a gas appliance?		
Appliances	Are flames burning blue, they should not be yellow, lazy flames?		
	Are there any dark stains on or around gas appliances?		
	Does the pilot light frequently blow out?		
Windows	Is there increased condensation inside windows?		

If you suspect an appliance is unsafe, turn the appliance off and do not touch it until it has been checked by a Gas Safe registered engineer.

IF YOU SMELL GAS, WANT TO REPORT A GAS LEAK OR REQUIRE GAS EMERGENCY SERVICES, IMMEDIATELY CALL THE FREE 24-HOUR NATIONAL GAS EMERGENCY HELPLINE ON 0800 111 999.

- Open all doors and windows
- Shut off the gas supply at the meter control valve (if you know where it is)

What To Do in a Gas Emergency - Gas Safe Register

What to do if you smell gas

Gas leak FAQs