



Gas and Heating Policy

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1.0 Introduction

- 1.1 This policy sets out our responsibilities in complying with the Gas Safety Regulations, Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 (Section 5) and all other relevant legislation and guidance for gas safety and other types of heating (e.g. solid fuel, air/ground source heat pumps, oil, biomass, solar thermal or electric) to ensure we keep customers safe within their homes.
- 1.2 The main changes within the policy are the additional responsibilities identified in the:
 - Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022.
 - Social Housing (Regulation) Act 2023.
 - Consumer Standards 2024 (Annex 3) The Safety and Quality Standard.
- 1.3 The policy has been reviewed by an Independent Third Party to ensure that it covers all our responsibilities under current relevant legislation.

2.0 Purpose

- 2.1 The purpose of this policy is to ensure:
 - Our homes and other buildings comply with health and safety legislation.
 - Customers are safe in their homes.
 - Customers affected by this policy are treated with respect and empathy.

3.0 Principles

- 3.1 This policy is underpinned by the following principles:
 - Trust – being open and honest with customers by publishing our targets and performance.
 - Respect – ensuring all customers are treated with respect, recognising the diverse views and needs of customers and accommodating these views and needs whenever possible.
 - Innovate – continuous improvement to enhance the delivery of the gas procedure.
 - Working together – embracing customer feedback to further develop the gas procedure.

4.0 Definitions

4.1 The key terms used in this policy are defined below.

Gas Safe Register	The official list of gas engineers who are qualified to legally work on gas appliances.
LGSR	Landlord's Gas Safety Record – a certificate containing the results of the annual safety check carried out on gas appliances and flues.
HETAS	Accredited contractors who undertake maintenance and servicing works to solid fuel fittings, appliances and flues.
Microgeneration Certification Scheme	Accredited contractors who will undertake works and servicing on ground/air source heat pumps, solar thermal and biomass heating systems.
Customer	Customers are defined as tenant and residents, living in our homes, that are eligible to receive these services.
Complaint	Any expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, our own employees, or those acting on our behalf, affecting a customer or group of customers.

5.0 Scope

5.1 This policy applies to all social housing rental accommodation, low-cost home ownership homes (rent-to buy), other intermediate rent homes, non-domestic properties (communal lounges and operational and non-operational buildings).

5.2 This policy does not apply to shared ownership, leasehold properties or commercial properties.

5.3 This policy is relevant to all our employees, customers, contractors, stakeholders, and other persons who may work on, occupy, visit, or use our premises, or who may be affected by our activities or services.

5.4 The policy should be used by all to ensure they understand the obligations placed upon us to maintain a safe environment for customers and employees, within the home of each resident, and within all communal areas of buildings and other properties we own and/or manage. Adherence to this policy is mandatory.

- 5.5 The Gas Safety Regulations impose duties on landlords to protect customers in their homes. The main landlord duties are set out in Regulation 36 and require 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 the 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 two years (until at least two further gas safety checks have been carried out).
 - Issue a copy of the latest safety check record to existing customers within 28 days of the check being completed, or prior to any new resident moving 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.
 - Ensure that no gas fitting of a type that would contravene Regulation 30 (for example, certain gas fires and instantaneous water heaters) is fitted in any room occupied, or to be occupied, as sleeping accommodation after the Regulations came into force. This includes any room converted into such accommodation after that time.
- 5.6 Other heating types – Although there is no legal requirement to do so, this policy sets out that we will carry out safety checks to properties with the other heating types identified in the introductions section at para 1.1
- 5.7 The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022, which came into effect from 1 October 2022, requires social landlords to:
- Install smoke alarm on every storey with living accommodation.
 - Install carbon monoxide alarms in any rooms used as living accommodation with a fixed combustion appliance (excluding gas cookers).
 - Repair or replace faulty alarms as soon as reasonably practicable.

6.0 Contribution to Plan A

6.1 This policy supports our 'Providing Quality Sustainable Homes' strategy and its strategic vision of 'Tenants living in warm, safe, high quality, sustainable homes in a place they are proud to live' and specifically:

- Objective 21: 'Providing homes that are safe, exceed the needs and meet the aspirations of our tenants', by ensuring we meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas.

7.0 Legislative and regulatory framework

7.1 The key statutory and regulatory legislation applicable to this policy is:

- The Gas Safety (Installation and Use) Regulations 1998 as amended (hereafter referred to as the Gas Safety Regulations). We have a legal obligation under Part F, Regulation 36 of the legislation (Duties of Landlords) and we are the 'Landlord' for the purposes of the legislation.
- Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022.
- Defective Premises Act 1972.
- Health and Safety at Work Act 1974.
- Landlord and Tenant Act 1985.
- Homes (Fitness for Human Habitation) Act 2018.
- The Occupiers' Liability Act 1984.
- Workplace (Health, Safety and Welfare) Regulations 1992.
- Pipelines Safety Regulations 1996.
- Health and Safety (Safety Signs and Signals) Regulations 1996.
- Gas Safety (Management) Regulations 1996 (as amended).
- Provision and Use of Work Equipment Regulations 1998.
- Management of Health and Safety at Work Regulations 1999.
- Management of Houses in Multiple Occupation (England) Regulations 2006.
- Pressure Equipment (Safety) Regulations 2016.
- Pressure Systems Safety Regulations 2000.

- Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) 2002.
- Housing Act 2004.
- Building Regulations 2010 (England and Wales).
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).
- Construction (Design and Management) Regulations 2015.
- Data Protection Act 2018.

7.2 Regulatory Standards - Consumer Standards 2024

Safety and Quality Standard.

- o 1.3 Health and safety
- o 1.3.1 When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas.

Transparency, Influence and Accountability Standard.

- o 1.4 Information about landlord services
- o 1.4.1 Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.

7.3 The Social Housing (Regulation) Act 2023 - came into force on 20th of July 2023.

8.0 Policy statements

8.1 Statement of Intent

- 8.1.1 We acknowledge and accept our responsibilities under the Gas Safety Regulations and Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 as outlined in Section 7 and all other duties set out in relevant legislation.
- 8.1.2 We will carry out an annual gas safety check to all properties with a gas supply, irrespective of whether the gas is connected or not.
- 8.1.3 We will ensure that copies of all landlord's gas safety records (LGSRs)/ certificates are provided to customers or displayed in a common area within 28 days of completion.

- 8.1.4 We will cap off gas supplies to all properties when the property becomes void, and a new resident is not moving in immediately after. This will be completed by the end of the next working day.
- 8.1.5 We will cap off gas supplies to all new build properties at handover from the contractor/developer to us if the new tenancy is not commencing immediately at the point of handover.
- 8.1.6 We will provide new customers moving into a previously void property a copy of the most recent LGSR through the Customer Onboarding CX process.
- 8.1.7 We will ensure that gas safety checks are carried out within 3 working days of the notification by the customer of a new tenancy (void or new build properties), mutual exchange and/or transfer. We will provide the customer a copy of the LGSR no later than 28 days after completion.
- 8.1.8 We will ensure a gas safety check is carried out following the installation of any new gas appliance and obtain a gas safety certificate to confirm the necessary checks have been completed. The safety check will include: a gas soundness test of the carcass; gas working pressures being taken; a visual inspection of the meter installation; and a visual inspection, including the safe working operation, on all other gas appliances and associated flues within a property.
- 8.1.9 We will carry out a five-point visual check of resident owned appliances. The visual safety check (location; flueing; ventilation; signs of distress; and stable and secure) will be done on gas cookers and gas fires. Where appliances are found to be faulty these will be disconnected, and a warning notice issued.
- 8.1.10 A safety check will be carried out on completion of any repair and/or refurbishment works to occupied or void properties where works may have affected any gas fittings, appliances or flues.
- 8.1.11 We will install, test and replace (as required) battery operated and/ or hard-wired smoke alarms and carbon monoxide detectors as part of the annual gas safety check (or at void stage).
- 8.1.12 We will carry out an annual gas safety check to all properties where the gas supply has been capped at the request of the resident, to ensure the supply has not been reconnected by the resident. At the same time, we will check on the resident's wellbeing and assess whether the lack of gas heating is adversely affecting the condition of the property.

- 8.1.13 We will carry out annual assessments of customers who have chosen for personal reasons not to use the gas supply in the property to check on the resident's wellbeing and inform the resident of what is required to reinstate gas at the property.
- 8.1.14 Any open flue gas appliances found in any rooms that are being used as bedrooms or for sleeping will be immediately isolated and a job will be raised to remove the gas appliance.
- 8.1.15 We will ensure that there is a robust process in place for the management of immediately dangerous situations identified from the gas/heating safety check.
- 8.1.16 We will carry out an annual check on properties that are not currently connected to the gas mains network to ensure a gas supply has not been installed without our knowledge.
- 8.1.17 We will operate a robust process if there is difficulty gaining access to a property to carry out the gas/heating safety check or remediation works. We will use the legal remedies available within the terms of the tenancy agreement, lease, or license.
- 8.1.18 Where resident vulnerability issues are known or identified, we will ensure we safeguard the wellbeing of the resident whilst also ensuring the organisation can gain timely access to any property to be compliant. We will make reasonable adjustments in how we deliver the service to customers homes where a vulnerability would prohibit the works being carried out without adjusting the service. We will also make reasonable adjustments to how we communicate with customers based on their vulnerabilities.
- 8.1.19 We will operate effective contract management arrangements with the contractors responsible for delivering the service, including ensuring contracts/service level agreements are in place, conducting client-led performance meetings, and ensuring that contractors' employee and public liability insurances are up to date on an annual basis.
- 8.1.20 We will ensure that all replacements, modifications and installations of gas appliances and heating systems within our properties will comply with all elements of Building Regulations, Part J Combustion Appliances and Fuel Storage Systems.
- 8.1.21 We will establish and maintain a risk assessment for gas safety management and operations, setting out our key gas safety risks and appropriate mitigations.

- 8.1.22 To comply with the requirements of the Construction (Design and Management) Regulations 2015 (CDM) a Construction Phase Plan will be in place in respect of all component replacement works and refurbishment projects to void and tenanted properties (at the start of the contract and reviewed annually thereafter). This plan will detail what is required to safely isolate and reinstate any gas appliances or flues affected by the works to ensure the safety of operatives and customers during and after the works and to continue to comply with relevant legislation.
- 8.1.23 We will ensure there is a robust process in place to investigate and manage all RIDDOR notifications submitted to the HSE in relation to gas and heating safety and will take action to address any issues identified and lessons we have learned, to prevent a similar incident occurring again.
- ## 8.2 Programmes
- 8.2.1 **Domestic properties** – We will carry out a programme of annual gas safety checks to all domestic properties we own and manage; the check will be completed within 12 months from the date of the previous LGSR/certificate.
- We will carry out an annual safety check and chimney sweep to all solid fuel appliances.
 - We will carry out an annual safety check to properties with, ground source heat pumps/ air source heat pumps/ oil/ liquid petroleum gas (LPG)/ biomass/ solar thermal.
- 8.2.2 **Operational, Non-Operational and other properties** – We will carry out a programme of annual gas safety checks and services to all properties (except leasehold, shared ownership or commercial properties) where we have the legal obligation to do so; these will be completed within 12 months from the date of the previous LGSR/ certificate.
- 8.2.3 **Properties managed by others** – We will obtain LGSRs/gas safety certificates where our properties are managed by a third party. If the third party does not provide the LGSR/certificate, we will carry out the safety check and re-charge them for the cost of this work.
- 8.2.4 We will ensure there is a robust process in place for the management of any follow-up works required following the completion of a gas/ heating safety check (where the work cannot be completed at the time of the check).

8.3 Data and Records

- 8.3.1 We will maintain a core asset register of all properties we own and/or manage, with component/attribute data against each property to show gas/heating safety check requirements.
- 8.3.2 We will operate a robust process to manage all changes to stock, including property acquisitions and disposals, to ensure that properties are not omitted from gas/heating safety programmes and the programme remains up to date.
- 8.3.3 We will hold gas/heating safety check dates and safety check records against each property we own or manage. We will hold the dates of the safety checks and safety check records in Orchard Housing.
- 8.3.4 We will ensure the Gas Safe registered engineer records the details of all appliances and other equipment which is served by the gas/heating supply in every domestic property, communal block, or other property.
- 8.3.5 We will keep all completed safety check records, warning notices and remedial work records for at least two years and/or the duration that we own and manage the property. This is in line with our document retention policy, and we will have robust processes and controls in place to maintain appropriate levels of security for all gas and heating safety related data and records.

8.4 Customer Engagement

- 8.4.1 We consider good communication essential in the effective delivery of gas and heating safety programmes, therefore we will ensure our customer engagement and communication programme supports customers in their understanding of gas and heating safety.
- 8.4.2 This will assist us in maximising access to carry out gas safety checks, encourage and support customers to report any concerns about gas and heating safety, and help us engage with vulnerable customers.
- 8.4.3 We will share information clearly and transparently and will ensure that information is available to customers via regular publications and information on our website.

8.5 Refusing consent

Competent Person	Qualification/Accreditation Required
Operational Lead	Level 4 VRQ in Gas Safety Management or Level 4 VRQ Diploma in Asset and Building Management (if not Gas Safe registered).
Operatives working on gas/ LPG appliances	Gas Safe accreditation for all areas of gas/ LPG works they undertake.
Operatives working on solid fuel or oil appliances	HETAS and/or OFTEC accreditation
Operatives working on ground/air source heat pumps, solar thermal and biomass heating systems	Microgeneration Certification Scheme
Operatives working on electrical heating systems	NICEIC (or equivalent)
3rd party technical auditor	Gas Safe registered and NICEIC (or equivalent)

8.6 Quality Assurance

8.6.1 We will ensure there is an annual programme of third-party quality assurance audits of gas/heating safety checks, gas appliance services and gas appliance repair works. This will be an overall 5 percent external third-party audit made up of:

- 3 percent new installations
- 2 percent of gas servicing

8.6.2 We will carry out an independent audit of gas/heating safety at least once every two years, to specifically test for compliance with legal and regulatory obligations and to identify non-compliance issues for correction.

8.7 Complaints and feedback

- 8.7.1 In line with the Customer Complaints, Compliments and Feedback Policy, we will work with customers who have specific needs and vulnerabilities to make sure they can access the service, have their views listened to and receive their complaint response in a way that meets their needs.
- 8.7.2 Customers can provide feedback about the services they have received in respect of this policy. If a customer is dissatisfied with the service they have received from us, they can make a complaint to us in line with our Complaints, Compliments and Feedback Policy.

9.0 Roles and responsibilities

- 9.1 Roles and responsibilities under this policy are outlined below.

Board	<p>The Board has overall governance responsibility for this policy. As such, the Board will formally approve this policy and review it every two years, or earlier if there is a change in legislation or regulation.</p> <p>Board will receive quarterly performance reports containing high-level performance metrics measuring the effectiveness of this policy.</p>
Executive Management Team	<p>EMT will be notified of any significant, continued, non-compliance with this policy. EMT will receive at least quarterly performance reports containing high-level performance metrics measuring the effectiveness of this policy.</p>
Executive Director of Finance and Investment	<p>The Executive Director of Finance and Investment has strategic responsibility for the management of gas and heating safety and ensuring compliance is achieved and maintained. The Executive Director of Finance and Investment will receive monthly performance reports containing high-level performance metrics measuring the effectiveness of this policy.</p>
Executive Director of Corporate Services	<p>The Executive Director of Corporate Services is designated as the health and safety lead as defined by the Social Housing (Regulation) Act 2023.</p>

Head of Property Services	The Head of Property Services has operational responsibility for the implementation and oversight of this policy.
Compliance and Cyclical Works Manager	The Compliance and Cyclical Works Manager is the operational lead and has operational responsibility for the management of gas and heating safety and will be responsible for overseeing the delivery of these programmes.
Housing Teams	Housing teams will provide support where gaining access to properties is difficult and will assist and facilitate any legal access processes as necessary.

9.2 This policy will be communicated to employees via our intranet and communicated to customers via our website and in other forms where needed. Those responsible for implementing the policy will, where required, receive appropriate training, advice, and/or guidance.

10.0 Related policies and procedures

10.1 This policy should be read in conjunction with the following document:

Gas and Heating Procedure (July 2024)	The Gas & Heating procedure sets out the process we will follow to gain access to properties to carry out gas and other heating safety checks on an annual basis.
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11.0 Monitoring and review arrangements

11.1 Assurance on compliance with this policy will be gained by the following methods and timescales:

Type of assurance	Key source	Frequency
Management assurance	Performance CX report. Contract performance meetings. Pentana performance dashboards.	Weekly Monthly Monthly

Type of assurance	Key source	Frequency
Corporate Oversight	Performance report.	Monthly to Executive Director of Finance and Investment Quarterly to Board
TSM – Gas Safety Checks (Domestic Properties)	Performance dashboard	Annually
Independent Assurance	External Audit	Every 2 years

11.2 The following information will be included in the performance reports:

Data – the total number of:

- Properties – split by category (domestic, communal and others).
- Properties on the gas/heating servicing programme.
- Properties with a valid and in date LGSR/certificate.
- Properties without a valid and in date LGSR/certificate.
- Properties due to be serviced within the next 30 days.

Narrative - an explanation of the:

- Current position.
- Corrective action required.

11.3 This policy will be reviewed every two years, unless there is significant development that would require a more urgent review e.g. new legislation or regulation.

Appendix 1 - Additional Legislation

This policy also operates within the context of the following legislation:

- The Defective Premises Act 1972
- Health and Safety at Work Act 1974
- The Occupiers' Liability Act 1984
- Workplace (Health Safety and Welfare) Regulations 1992
- Health and Safety (Safety Signs and Signals) Regulations 1996
- Provision and Use of Work Equipment Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Regulatory Reform (Fire Safety) Order 2005
- Corporate Manslaughter and Homicide Act 2007
- Building Regulations 2010 (England and Wales) - Part P
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Construction, Design and Management Regulations 2015
- Data Protection Act 2018
- Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022
- The Social Housing (Regulation) Act 2023