

Gas Safety Policy

Policy Reference	
Approved by	Ocean Housing Board
Approved Date	04/03/2026
Review Date	01/03/2028
Responsible Board	Ocean Housing Board
Responsible Executive	Executive Director of Property Services

References and Engagement

Related Policies and Procedures	• Ocean Housing Health and Safety Statement • Empty Homes Policy • Programmed Repairs and Maintenance Policy
Who this policy applies to	Ocean Housing tenants, staff and contractors
Customer Engagement	No engagement required
Equality Impact Assessment Date (if applicable)	N/A
Legislation/Regulation Referenced	• The Gas Safety (Installation and Use) Regulations 1998 as amended • Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022
Performance Monitoring	☒ Tenant Satisfaction Measures (TSM) ☒ OHL Performance Bulletin ☒ GLT Performance Bulletin ☒ Internal Monitoring/Compliance ☐ Other (please specify) Other:

Location and Version Control

Document Location	Ocean Housing Intranet
Version	1.0

Gas Safety Policy

1.0 Purpose

- 1.1 As a landlord, Ocean Housing is responsible for the maintenance and repairs to our homes, communal blocks and other properties we own and manage, many of which will contain gas installations and appliances. The Gas Safety (Installation and Use) Regulations 1998 (as amended) specifically deals with the installation, maintenance and use of gas appliances, fittings and flues in domestic properties and certain commercial premises to ensure they remain safe.
- 1.2 The key objective of this policy is to ensure our Board, Executive Group, employees and tenants are clear on our legal and regulatory gas safety obligations. This policy provides the framework our staff and partners will operate within to meet these obligations.

2.0 Policy Statement

- 2.1 This policy applies to the housing assets which are owned by Ocean Housing and any which are leased by Ocean and rented and managed as social housing stock. This includes domestic properties (houses and flats), communal areas of any blocks containing such properties, and sheltered and supported housing schemes.
- 2.2 This policy applies to properties heated using liquid petroleum gas (LPG) as well as natural gas.
- 2.3 The policy is relevant to all our employees, tenants, 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.

3.0 Definitions

- 3.1 This glossary defines key terms used throughout this policy:
 - Gas Safe Register: the official list of gas engineers who are qualified to work legally 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

4.0 Roles and Responsibilities

- 4.1 The Board have overall governance responsibility for ensuring this policy is fully implemented, to ensure full compliance with legislation and regulatory standards. As such, Board will formally approve this policy and review it every two years (or sooner if there is a change in legislation or regulation).
- 4.2 For assurance that this policy is operating effectively in practice, Board will receive regular reports on Ocean's performance with respect to gas safety.
- 4.3 The Executive Group (EG) will receive monthly performance reports in respect of gas safety. They will also be notified of any non-compliance issues identified.

- 4.4 The Executive Director of Property Services has strategic responsibility for the management of gas safety, and ensuring compliance is achieved and maintained. They will oversee the implementation of this policy.
- 4.5 The Head of Repairs and Compliance has operational responsibility for the management of gas safety.
- 4.6 Neighbourhood Services team will assist and facilitate any legal processes as necessary.

5.0 Legislation, Guidance and Regulatory Standards

- 5.1 The principal 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 (Duties of Landlords) and we are the 'Landlord' for the purposes of the legislation.
 - Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022.
- 5.2 The Approved Code of Practice (ACoP) applicable to this policy is:
- ACoP L56 - 'Safety in the installation and use of gas systems and appliances' (5th edition 2018).
- 5.3 The principal guidance applicable to this policy is:
- INDG285 - 'A guide to landlords' duties: Gas Safety (Installation and Use) Regulations 1998 as amended Approved Code of Practice and guidance (3rd Edition 2018).
- 5.4 We must ensure we comply with the Regulator of Social Housing's regulatory framework and consumer standards for social housing in England; the Home Standard is the primary one applicable to this policy. The Social Housing (Regulation) Bill will change the way social housing is regulated and may result in future changes to this policy.
- 5.5 Failure to discharge our responsibilities and obligations properly could lead to sanctions, including: prosecution by the Health and Safety Executive (the HSE) under the Health and Safety at Work Act 1974; prosecution under the Corporate Manslaughter and Corporate Homicide Act 2007; prosecution under the Gas Safety Regulations; and via a regulatory notice from the Regulator of Social Housing.

6.0 Obligations

- 6.1 The Gas Safety Regulations impose duties on landlords to protect tenants 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 tenants 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.

6.2 These obligations apply to both gas heating and liquid petroleum gas (LPG) heating systems.

6.3 Although there is no legal requirement to do so, we will carry out safety checks to properties with the other heating types including oil fired and solid fuel heating.

7.0 Statement of Intent

7.1 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.

7.2 We will ensure that copies of all landlord's gas safety records (LGSRs) and any other relevant certificates are provided to tenants or displayed in a common area within 28 days of completion.

7.3 We will cap off gas supplies to all properties when the property becomes void, and a new resident is not moving in immediately after.

7.4 We will ensure that gas safety checks are carried out prior to a new tenancy (including mutual exchange) and that the resident receives a copy of the LGSR.

7.5 We will ensure a gas safety check is carried out following our installation of any new gas appliance and obtain a gas safety certificate to confirm the necessary checks have been completed.

7.6 We will carry out a visual check of resident owned appliances. Where appliances are found to be faulty these will be disconnected and a warning notice issued.

7.7 We will not permit residents to install their own fixed heating appliance (such as wood burning heaters) without permission from Ocean Housing via the Tenant Improvement Request process. Where we find such heating systems have been installed without permission, we will require their removal. Where we have previously given permission (Ocean no longer gives permission for tenants to install fixed heating appliances) for a resident to install a fixed heating system, Ocean will assume responsibility for the regular safety checks and servicing (including chimney sweeps) unless agreed otherwise.

7.8 A safety check will be carried out on completion of any repair or refurbishment works to occupied or void properties.

7.9 During gas safety inspections, Ocean will check there is a suitable working carbon monoxide (CO) detector. The engineer will replace or fit a CO detector as necessary. We will ensure there is a suitable CO detector in homes with a capped gas supply (i.e. there is a gas meter but the supply to the home has been switched off).

7.10 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, and will check that the supply has not been reconnected by the resident. At the same time, we will check on the resident's wellbeing and assess whether or not the lack of gas heating is adversely affecting the condition of the property. We will offer alternative temporary heaters. In addition, we will contact the tenant every six months, offer advice and make a referral to the Financial Inclusion team if appropriate.

7.11 Any open flue gas appliances found in any rooms that are being used as bedrooms or for sleeping will be removed and replaced with a safer form of heating.

- 7.12 We will ensure that there is a robust process in place for the management of immediately dangerous situations identified from the gas safety check.
- 7.13 We will operate a robust process if there is difficulty gaining access to a property to carry out the gas safety check or remediation works. We will use the legal remedies available within the terms of the tenancy agreement, lease or license following a minimum of three attempts at gaining access. Where resident vulnerability issues are known or identified, we will ensure we safeguard the wellbeing of the resident.
- 7.14 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.
- 7.15 We will operate a robust process 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.

8.0 Programmes

- 8.1 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. Note that we are investigating the implementation of using the 'MOT' approach to gas safety checks. This approach, under Part F, Regulation 36 (3) of the Gas Safety Regulations, allows a gas safety check to take place within ten months and one day of the previous safety check and retain the original 12-month anniversary date of the previous LGSR.
- 8.2 We will make at least three attempts to access a property for the purpose of carrying out a gas safety check. Appointments will be made by letters, but will also use other means of communication as appropriate. Will use legal remedies where we believe we have exhausted other reasonable attempts. We will safeguard the wellbeing of the resident and will be as flexible as possible in accommodating our tenant's requirements. We will make adjustments to our service delivery in accordance with Ocean Housing's Reasonable Adjustments policy.
- 8.3 Where we have installed a solid fuel appliance, or have given permission for the resident to install a solid fuel appliance, we will carry out an annual safety check and chimney sweep when burning wood or house coal. As individual solid fuel heating systems become beyond economic repair, we will replace them with alternative heating.
- 8.4 We will carry out a programme of annual gas safety checks and services to all communal blocks where we have the legal obligation to do so; these will be completed within 12 months from the date of the previous LGSR.
- 8.5 Where our properties are managed by others, we will request they provide copied of valid and in date LGSR to us.
- 8.6 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 safety check (where the work cannot be completed at the time of the check).

9.0 Data and Records

- 9.1 We will maintain a core asset register of all properties we own or manage showing gas safety check requirements. This will be held on our housing management system (QL). Any applications we use to manage gas safety compliance must use the core asset register.

- 9.2 We will operate a robust process to manage all changes to our assets, including property acquisitions and disposals, to ensure that properties are not omitted from gas safety programmes and the programme remains up to date.
- 9.3 We will ensure the Gas Safe registered engineer records the details of all appliances and other equipment which is served by the gas supply in every domestic property, communal block or other property.
- 9.4 We will keep all completed safety check records, warning notices and remedial work records for at least two years.

10.0 Resident Engagement

- 10.1 We consider good communication essential in the effective delivery of our gas safety programme. This will assist us in maximising access to carry out gas safety checks, encourage and support tenants to report any concerns about gas and heating safety, and help us engage with vulnerable and hard to reach tenants.
- 10.2 We will share information clearly and transparently and will ensure that information is available to tenants via regular publications and information on our website.

11.0 Competent Persons

- 11.1 The Property Services Supervisor (Gas) is responsible for managing day to day delivery of the programme, will hold the Level 4 VRQ in Gas Safety Management or Level 4 VRQ Diploma in Asset and Building Management (if they are not Gas Safe Registered), and full membership of the Association of Gas Safety Managers (AGSM). If they do not have these already, they will obtain them within 12 months of the approval of this policy.
- 11.2 All engineers (internal or external) will maintain Gas Safe accreditation for all areas of gas or LPG works that they undertake.
- 11.3 Only suitably competent Gas Safe accredited contractors will undertake works to gas or LPG fittings, appliances and flues.
- 11.4 Only suitably competent Gas Safe registered third party technical auditors will undertake quality assurance checks.
- 11.5 We will check our engineers hold the relevant qualifications and accreditations on an annual basis.

12.0 Performance Reporting

- 12.1 We will report performance indicator measures for gas safety. These will be provided to Executive Group monthly and to Board on a quarterly basis. The report will include narrative to explain any non-compliance and actions being taken to ensure full compliance. The performance report will include:
- Percentage of homes with a valid gas safety certificate (KPI)
 - Percentage of communal areas with a valid gas safety certificate (KPI)
 - Breakdown of overdue gas safety checks: less than one month overdue, 1-3 months overdue and more than three months (Measure)
 - Properties with a capped supply and the number capped for more than three months (Measure)

- Narrative to explain any non-compliance and actions being taken to ensure full compliance

13.0 Quality Assurance

- 13.1 We will ensure there is a programme of third-party quality assurance audits of gas safety checks. This will include on-site post inspections and audits of work in progress. The minimum sample size will be 5% of post inspections.
- 13.2 Internally we will undertake 100% desktop audits of all LGSRs.

14.0 Gas Safety Incidents

- 14.1 Any gas safety incidents (e.g. gas leaks or carbon monoxide build up) will be reported to the emergency services, the utility provider (Wales and West) or Ocean Housing's gas safety team as appropriate.
- 14.2 Any incident which has the potential to result in a material breach of legislation or regulatory standard, or which causes a risk to health or safety will be reported and escalated as soon as possible from when an Ocean Housing employee becomes aware of it.
- 14.3 Any non-compliance issue identified at an operational level will be formally reported to either the Compliance Manager or the Head of Repairs and Compliance in the first instance, who will agree an appropriate course of corrective action with the Executive Director of Property Services.
- 14.4 In cases of serious non-compliance, the Executive Director of Property Services and Chief Executive will consider whether it is necessary to disclose the issue to the Regulator of Social Housing as required by the regulatory framework, or any other relevant organisation such as the Health and Safety Executive. In such instances, the issue will also be reported to Board.