



Gas Safety Policy

May 2023 - 2026

Prepared By:

Document Owner(s)
Home Services Director
Property & Compliance Manager

Manual Version Control:

Version	Date	Author	Change Description
1.0	March 2023	Director of Home Services	Extracting policy from procedure
V1.1	April 2025	Head of Home Services	Updated throughout to remove employee names and replace with job titles. Updated point 3.4 to account for commercial gas boilers. Inserted point 4.13 to highlight related policies and procedures. Inserted point 4.14 to reference the policy position on new build properties.

May 2025

1.0 Policy Statement

- 1.1 Pickering and Ferens Homes (PFH) has a responsibility to ensure that all our gas appliances are safe, functional and maintained to a high standard. PFH is committed to safeguarding the health, safety and wellbeing of everybody living, working or visiting our buildings, and to protecting our property.
- 1.2 This policy sets out the approach to maintaining gas safety, including housing stock, offices, community centres and other buildings for which PFH has responsibility.

2.0 Aim & Purpose of Policy

- 2.1 The aim of this Policy is to ensure the effective inspection, maintenance and management of gas systems within premises controlled by PFH. The gas safety system, inspection and monitoring programmes will also include the carbon monoxide monitoring systems which are considered to be an integral part of the gas safety management programme.
- 2.2 All gas servicing, maintenance and repair work will be contracted to an external competent body.
- 2.3 This policy applies to all properties where Pickering & Ferens Homes (PFH) has a responsibility for gas safety. This includes individual homes/properties where domestic and communal gas installations are present. This policy extends to items such as boilers, fires, flues and associated pipework.
- 2.4 The majority of our properties are heated by gas or have a gas installation. Properties not supplied with a gas installation/supply will have their own specific testing and maintenance provision, which are not covered by this policy.

3.0 Requirements

- 3.1 By law the Association must ensure that every property having a gas supply receives an annual gas safety check every 12 months and that all gas appliances owned by the Association are well maintained by competent GAS SAFE approved personal.
- 3.2 A current Landlords Gas Safety Record (LGSR) must be held by the Association and the certificate date recorded on the associations housing management system.
- 3.3 The following legislation places a responsibility on PFH to ensure the safety of its residents, staff and the general public:
 - i. (Gas Safety (Installation and Use) Regulations 1998)
 - ii. The Landlord and Tenant Act 1985

- iii. Housing Health & Rating System (HHSRS)
- iv. Health & Safety at Work Act 1974
- v. Corporate Manslaughter and Corporate Homicide Act 2007
- vi. Housing Act 2004
- vii. The Management of Health and Safety at Work Regulation 2006
- viii. Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022
- ix. Building Regulations 2010 incorporating 2023 amendments

- 3.4 It is the Association's policy that a preventative service to all PFH owned gas appliances is carried out. To domestic appliances this will be carried out at the same time as the statutory annual safety check. Non-domestic appliances will also undergo a gas safety check annually and a service annually, or more frequently if recommended by the Gas Safe Contractor.
- 3.5 In order to ensure that all relevant responsibilities are met it is important that all personnel employed by the Association contribute towards this work

4.0 Delivery

- 4.1 The Contractor shall service the appliances and installations in accordance with the gas servicing specification, manufacturer's instructions and the current gas safety regulations.
- 4.2 The Contractor shall on an annual basis provide the Association with copies of their Registration Certificate, the Gas Safe Registration cards and the insurance certificate. The Property & Compliance Manager will check the Gas Safe Register to ensure the GSC is formally registered.
- 4.3 Should any appliance or installation contravene the Gas Safety Regulations, the Association will be advised immediately. PFH will take immediate action to rectify any problems associated with the gas installations and gas appliances, ensuring the safety of human life is prioritised.
- 4.4 To meet Part L of the Building Regulations (Conservation of fuel & power), PFH will ensure that a system inhibitor efficiency test is completed on every annual service in accordance with the manufacturers instructions. Recommendations arising from the test will be provided on the Landlord Gas Safety Record (LGSR) and whilst non-mandatory or timebound, due consideration will be given to implementing them and monitoring trends to maximise asset life and efficiency.
- 4.5 PFH will keep a record of each safety check for at least the previous 2 years, copies of the latest safety check will be issued to residents by the contractor within 2 working days, but no later than 5 working days from the date of the service by the contractor. This will be reviewed by the external auditors as part of their random checks.

- 4.6 We will 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.
- 4.7 Carbon monoxide alarms will be installed in accordance with the Smoke and carbon Monoxide Alarm (amendment) Regulations 2022, ensuring that an alarm is equipped in any room used as living accommodation which contains a fixed combustible appliance (excluding gas cookers). These will be checked as part of the annual gas safety check.
- 4.8 PFH will not undertake servicing of residents' own gas appliances (for example, cookers, gifted cookers), but will undertake visual checks of appliances, if found to be faulty they will be disconnected in agreement with the resident, the pipework capped and a warning notice issued. Recommissioning will be at the residents own cost and must be undertaken by a Gas Safe registered engineer. PFH will require a copy of the certificate/documentation within 28 days of recommissioning to provide assurance that the appliance installation is safe. PFH will proactively manage this as a case, recording all interactions.
- 4.8.1 If the resident refuses to allow the engineer to isolate the appliance, the engineer will assess. If they determine the situation to be 'Immediately Dangerous' (ID), they have an obligation to cap the supply irrespective of the resident's objections, as safety to human life is our priority. If they assess the situation to be 'At Risk' (AR) they will issue a warning notice, record on the certificate and make a report to Gas Safe in accordance with the Gas Industry Unsafe Situations Procedure (GIUSP). The contractor will work with to facilitate a safe resolution in the first instance, notifying the national grid if the matter cannot be resolved.
- 4.9 PFH will carry out an annual gas safety check to all properties where the gas supply is inactive (capped). This is to ensure that gas supplies have not been reconnected by the resident. We will write to these residents every six months to ensure the property remains capped and inform the resident of what is required in order to reinstate gas at the property.
- 4.10 PFH will operate a re-servicing regime no more frequent than every 10 months, to provide a balance between value for money and maximising compliance with the 12 month regulatory requirements.
- 4.10. Where there are challenges accessing a residents property to undertake the gas safety inspection, attempts for access arrangements may commence earlier than 10 months.

- 4.10. PFH will operate a no access procedure designed to maximise opportunities to access a residents property to conduct the gas safety check. This will take into account resident circumstances, such as vulnerabilities, needs and working arrangements. Attempts to arrange access the property and a record of communications with the resident will be recorded on the PFH Housing Management System.
- 4.10. Where necessary, under the licence PFH reserves the explicit right to effect access (on reasonable notice unless it is an emergency) to the dwelling. PFH has a no access process which will be followed. A legal opinion may be sought before access is gained and where necessary PFH will initiate a legal process on the 1st day of a gas safety certificate expiring, to obtain an injunction to access the property if the resident has refused access.
- 4.11 PFH will undertake a monthly reconciliation of assets to ensure that all properties with a gas appliance that PFH is responsible for have a valid LGSR certificate. Any discrepancy will be immediately brought to the attention of the Senior Leadership Team. Properties with a LGSR expiring within 1 month will be brought to the attention of the Home Services Director and Head of Home Services for review.
- 4.12 We will ensure that there is a process in place for the management of any follow-up works required following the completion of a gas safety check, including the recording of any non-mandatory advisories.
- 4.13 PFH have specific policies/procedures in place to manage void properties, planned maintenance, asset management, and component replacements which cover their specific remit but may have an impact on gas safety.
- 4.14 On new developments, it is the policy that properties are 'handed over' to PFH with gas services capped off to prevent and unsafe circumstances during and periods of non-occupancy. PFH's appointed gas contractor will then attend to uncap the supply as part of the standard lettings process and undertake familiarisation checks.

5.0 Our Commitment to Equalities

- 5.1 PFH seeks to ensure that their actions do not lead to unlawful discrimination. Deliberate acts of discrimination, including victimisation, harassment, instruction or pressure to discriminate, will result in disciplinary actions and/or termination of contracts with external agents.

- 5.2 We can provide access to interpreters for minority languages including sign language, and we can arrange written material in large print, Braille and first languages where necessary.
- 5.3 PFH will aim to ensure that no individual or group is treated less favourably on the grounds of age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation. We aim to recognise the needs of individuals and treat each person through the complaints process with dignity and respect.
- 5.4 We will consider the individual needs of residents who may require additional support and make reasonable adjustments in line with the Equality Act 2010 and in accordance with our EDI Policy.
- 5.5 We will work with our contractors to ensure that any resident who feels uncomfortable with male only operatives, either can opt to have a female operative, or a female accompanying the operative.

6.0 Performance Monitoring & Reporting

- 6.1 There is a robust procedure in place for monitoring compliance and validating asset lists.
- 6.2 Key performance indicator (KPI) measurements are in place, regularly reviewed and reported to senior management, other relevant staff, resident committees and the Board. This includes the %age of properties with a valid LGSR in date and a narrative regarding any risk exposure since the previous report, potential risk exposure and corrective action planned
- 6.3 Service standards have been codesigned and agreed with residents, these will be communicated to residents, adhered to and reported against
- 6.4 PFH will carry out an independent audit of the gas contractor during each financial year via a third party. This will be a 5% sample of the total gas safety works carried out annually.
- 6.5 At least every three years, there will be an internal audit conducted into gas safety compliance, reported to the Risk and Audit Committee.

7.0 Responsibilities within this Policy

PFH Board, Chief Executive & Leadership Team

The Board, Chief Executive and SLT have ultimate accountability in ensuring the policy is delivered and will approve any major amendments or revisions of PFH's Gas Safety Policy.

Home Services Director

Responsibility for implementation of the Gas Safety Policy falls to the Home Services Director.

Property & Compliance Manager – Responsible Person

The Gas Safety procedure will be managed by the Property & Compliance Manager. The Property & Compliance Manager will undertake regular reviews of the Gas Safety Policy, ensuring compliance with current legislation and regulatory requirements.

Competent Contractors

Responsible for the operational delivery of gas servicing, installation and maintenance works. Contractors and their engineers must hold appropriate qualifications.