



## Gas and Carbon Monoxide Safety Policy

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## 1. Purpose

This policy describes Highstone Housing Association's (HHA) approach to the management of Gas and Carbon Monoxide Safety. This policy relates to all properties within HHA's portfolio that have a gas supply. It also applies to any newly built properties that are brought into HHA's management responsibility and has been designed with consideration of the following legal and statutory frameworks:

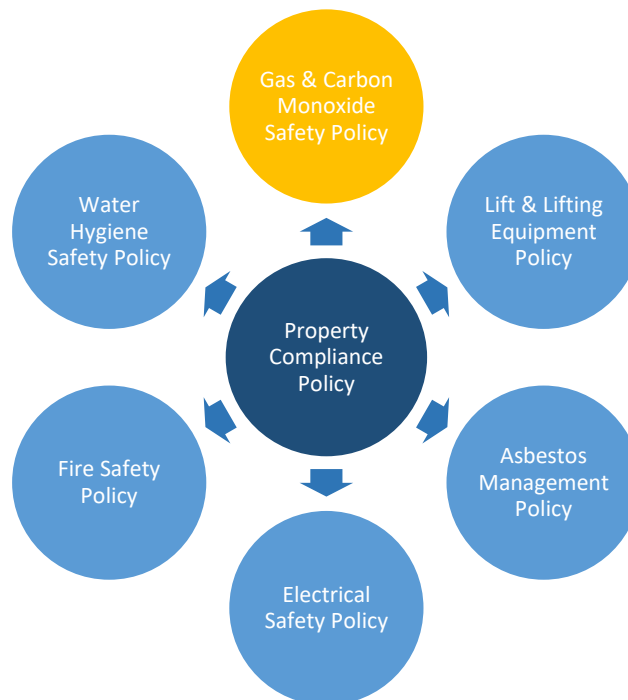
- Homes & Community Agency: Home Standard
- The Gas Safety (Installation and Use) Regulations 1998 (updated November 2022)

HHA has a duty of care to ensure that tenants, employees, partners, and visitors can safely use the relevant buildings and facilities within it. HHA is committed to keeping tenants safe from harm and complying with legislation and regulation relevant to this area to help keep tenants safe.

There are potentially fatal risks associated with gas appliances, both through leaks of the natural gas itself, which is highly flammable, and carbon monoxide leaks which are potentially fatal. This policy sets out HHA's approach to ensuring the safety of all gas heating installations including boilers, fires, and associated pipe work.

This policy is part of a suite of 7 Property Compliance related policies. It has a direct link to the overarching Property Compliance policy, the content of which should be observed when enacting this Gas and Carbon Monoxide Safety policy.

The linkage between HHA's suite of Property Compliance policies is shown below:



The success of this policy depends on the positive working relationships between the HHA teams, external contractors, and care providers, along with the implementation of agreed procedures and meeting of service level agreements.

It will be adapted to respond to future legislative or regulatory changes and will be reviewed every 1-year.

## 2. Policy Objectives

The aim of this policy is to ensure that:

- HHA is fully compliant with all legislation and regulation applied to Gas Safety and Carbon Monoxide Safety
- All HHA employees, contractors and Service Level Agreement partners are clear on the expectations of how HHA will deliver its responsibilities with regard to Gas and Carbon Monoxide Safety
- Tenants are clear and confident about the approach that HHA takes to maintain their safety and management of its duties

## 3. Corporate Responsibilities

The board will have overall governance responsibility for ensuring the Gas and Carbon Monoxide Safety policy ensure fully complies with the regulatory standards, legislation, and approved codes of practice. As such the board will formally approve this policy and review it periodically.

The Repairs Manager will fulfil the role of appointed “duty holder” on behalf of the association to ensure the appropriate management of the risk gas and carbon monoxide poses. Although the association has appointed a duty holder, HHA’s Housing Director will be ultimately responsible for ensuring compliance with current legislation ensuring that the organisation fulfils its duties and responsibilities as outline in this policy document and supporting procedures.

Under the Gas Safety (Installation and Use) Regulations 1998, HHA has ultimate responsibility for all landlord duties relating to gas and carbon monoxide safety. This Landlord responsibility cannot be delegated elsewhere.

HHA will manage compliance, keeping comprehensive and accurate records, which will be stored securely and in a manner that enables easy recall.

HHA duties include making sure that gas appliances, fittings and flues provided for tenants are safe and well maintained. They also include ensuring an annual gas safety check is carried out by a Gas Safe registered engineer, that records are kept of the check, and a copy issued to tenants. A more comprehensive list of duties and commitments is listed below.

The Social Housing Regulator will be informed should any failure to comply with this policy results in a potential breach of the Consumer Standards.

#### Staff Responsibilities

All HHA staff and support providers who have entered into a service level agreement should look out for danger signs from gas appliances as a part of their normal routine, especially when visiting tenants' homes. Any concerns must be reported immediately in line with the repairs reporting procedure.

#### Tenant Responsibilities

The HHA tenancy agreement includes a specific requirement that tenants allow the landlord access to the property for the purposes of annual gas servicing. Should access not be granted following the prescribed notification given, HHA will enforce the conditions of the tenancy agreement which may include seeking an injunction to force entry into the property to ensure that as a landlord HHA are compliant in their duty to complete annual gas safety checks within twelve months of the previous certificate.

Tenants or their advocates are responsible for immediately reporting any concerns with gas appliances and turning them off until they are checked by a Gas Safe registered person.

## 4. Appliances

HHA will do everything they can to ensure they have an awareness of all instances where gas appliances, carcass (pipe work) or meters are present in their stock. In general, tenants are responsible for the safety of tenant owned installations and appliances, however, pipe work remains HHA's responsibility.

HHA are responsible for all other gas appliances that could be considered as fixtures. This includes but is not limited to, boilers, fires, water heaters, unvented cylinders. On inspection, if any installation is found to be defective the contractor will deal with the issue using the Gas Industry Unsafe Situations Procedure (GIUSP). If the situation warrants, the gas supply to the defective appliance or installation will be terminated and relevant warning notices issued.

This procedure will be followed irrespective of appliance or installation ownership.

## 5. Our Commitments

HHA will ensure that:

- Gas safety checks are carried out at least every 12 months by a Gas Safe registered (OFTEC or HETAS) engineer and appropriate action is taken to gain access where necessary

- Gas appliances, flues and pipe work (that HHA own or are responsible for) are repaired and maintained to approved standards
- Adequate improvement programmes are in place for our gas appliances, flues radiators and pipe work
- HHA's actions to manage and mitigate the risks associated with gas and appliances are publicised to tenants, including giving clear information on tenant responsibilities
- All relevant colleagues will receive appropriate gas and carbon monoxide safety awareness training. Staff directly involved in the management of gas related activities will receive more in-depth training appropriate to their role.

## 6. Documentation and Record Keeping

Appropriately detailed records will be kept (to include storing a copy of the Landlords Gas Safety Record) for at least two years.

Performance is monitored, as a minimum, on a monthly basis in relation to the percentage of homes with a valid gas certificate, an aged analysis (based upon the time elapsed since expiry) of any properties without a current certificate and details of the stage that properties without a valid certificate have reached.

## 7. Safety Checks

A valid Landlords Gas Safety Record (LGSR but commonly referred to as a CP12 or safety certificate) is issued when a property meets the national safety requirements.

If a property does not have a current LGSR and a gas appliance becomes faulty, the courts may hold HHA responsible for any injuries or fatalities that occur. The courts would consider whether everything reasonable had been done to get access to carry out the check.

Any issues that are identified during the gas safety check will be:

- Resolved at the time of the check, where the operative can do so
- Scheduled in for remedial work with an appropriate timescale for completion, or
- Recorded for later resolution as part of a planned schedule of maintenance work

Any gas appliances that fail the safety check will be dealt with in line with the GIUSP and where required will be isolated from the gas supply and warning notices issued to the tenant.

If the appliance or installation is judged to be either “At Risk” or “Immediately Dangerous” the occupier will be instructed not to attempt to use them until they can be repaired or replaced. Remedial works will be prioritised appropriately.

#### [Safety Checks on supported and general needs properties \(ongoing tenants\)](#)

The Repairs Manager will arrange for a correctly registered contractor to carry out an annual gas safety check on all relevant appliances, flues, and pipework. The tenant will be issued a copy of the Landlords Gas Safety Record on the visit.

For communal installations, a notice will be provided centrally, and a tenant can access a copy of this certificate.

#### [Safety checks for and new lettings](#)

All properties will be inspected, and a Landlords Gas Safety Record (LGSR) issued before letting. HHA incoming tenants will be provided with a copy of the Landlords Gas Safety Record upon sign up to the property.

#### [Safety Checks for Refurbished or New Build Property](#)

Where properties are undergoing substantial refurbishment, major repairs or where a property is newly built, a safety check and Landlords Gas Safety Record will be completed following the practical completion of works at no earlier than 10 days prior to handover. This check will be carried out irrespective of whether an existing LGSR is in place.

## 8. Void Properties

When a self-contained property that does not share a gas meter becomes void HHA will arrange for the gas supply to be capped at the meter as soon as reasonably practicable after keys have been returned to HHA (normally within a maximum of 24 hours of key return or the next working day).

A second visit to test, service, demonstrate the operation of the system and issue and HHA will be made at the point the incoming tenant is signed up.

## 9. Repairs and Maintenance of Gas Installations

HHA responsive repairs will be carried out in accordance with their published timescales.

Planned maintenance is carried out on domestic and commercial installations and may include a programme of boiler replacements and central heating improvements.

Planned maintenance programmes will be determined annually and will consider any recommendations from contractors.

Cyclical maintenance will be carried out in accordance with the manufacturer's instructions for appliances. If these are not available, they will be serviced annually unless advised otherwise by a certified Gas Safe Register installer.

Where responsive repairs, planned maintenance or other issues identified at the annual safety check result in no heating or hot water being available, HHA will provide temporary arrangements including, where appropriate, temporary water heaters. This can be especially important for vulnerable tenant and will normally consist of a minimum of two fan oil filled fin heaters.

## 10. Carbon Monoxide and Smoke Detectors Safety Checks

In line with the Gas Safety (Installation and Use) Regulations 1998 all relevant landlords must provide a carbon monoxide alarm in any room used as living accommodation which contains a fixed combustion appliance.

All HHA properties with the presence of gas supply are fitted with carbon monoxide detectors.

Annual checks on detectors will be undertaken by a competent person employed by the HHA.

Carbon monoxide detectors will be upgraded with new batteries where required in the annual checks.

All HHA staff and support providers entered into a service level agreement should report defective Carbon monoxide detectors in line with our Repairs Reporting Procedure.

Tenants also have a responsibility to regularly check their carbon monoxide detector and where defects are found to report to HHA via HHA's Repairs Reporting Procedure.

HHA as part of their commitment to fire safety conduct six monthly checks of fire alarm systems including smoke detectors on their portfolio of supported accommodation and an annual check of fire detection systems in their general needs housing stock.

## 11. Qualifications and Training

HHA will either employ directly or procure the services of appropriately trained and qualified personnel in carrying out its statutory responsibilities relating to gas and carbon monoxide safety.

The Duty Holder will be suitably qualified, experienced, and competent.

HHA will ensure all staff undertaking roles within this area of Property Compliance will have the appropriate training and support required for their role.

## 12. Performance and Risk Monitoring



Property Compliance risks are recorded on the risk register, which is reviewed quarterly by the board.

Activity and performance relating to gas and carbon monoxide safety management is included as a standard agenda item at every Board Meeting. Board members are updated at least quarterly with performance information relating to all areas of property compliance.

The Repairs Manager has day to day oversight of performance and risk monitoring in relation to gas and carbon monoxide safety management.

### 13. Equality, Diversity & Inclusion

HHA will ensure the requirements of the Equality Act 2010 are met.

Actions under this policy will ensure that all customers will be treated fairly, with dignity and respect regardless of their age, disability, gender or gender reassignment, marital status or civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.

Vulnerabilities of HHA tenants and their individual circumstances will be taken into account when enacting this policy.

### 14. Document Control

Version Number	Description of Change(s) Applied and Reason	Author of Change	Date approved by board
1.1	No material change to wording and overall content of policy.  Format and layout amended to reflect revised suite of property related compliance policies.	DTP & HHA	