

Gas Safety Policy

Our Vision

Building better lives through social care and housing in local communities.

Our Mission

We co-design and deliver services that offer innovative social care solutions and support people to thrive.

Our Values

We are
caring and
compassionate



We are
inclusive
and **trusted**



We focus on
excellence
and
innovation



We work in
partnership
and are
one-team



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 **Look Ahead**
CARE, SUPPORT AND HOUSING

1. Introduction

- 1.1 This policy sets out our approach to Gas safety and how we will meet our responsibilities and duties as a landlord and employer for maintaining gas installations and appliances within our housing stock.
- 1.2 This policy applies to:
- Unsupported rented properties
 - Supported housing
 - Market rented properties (domestic)
 - Temporary Accommodation
 - Stock owned but not managed by us
 - Communal areas
 - Commercial property (offices, depots etc)
 - Stock managed by us on behalf of a third party
 - Our tenants and licensees who have a gas supply to their home
- 1.3 This policy aims to:
- Ensure as far as reasonably practicable that customers, employees and visitors to our properties are not exposed to any risks to their health, safety or wellbeing in accordance with legislative requirements
 - Provide clear lines of responsibility across the organisation for the management of gas safety
 - Specify individual responsibilities for the management of gas safety.
 - Clarify our approach to inspection and the management for gas safety.
 - Clarify the method for reviewing and monitoring the compliance of Gas Safety Programmes

2. Definitions

- 2.1 For the purpose of this policy the term 'customer' refers to people that have signed a tenancy or license agreement and are responsible for the actions of the occupants of or visitors to their home.
- 2.2 The term 'Gas Contractor' means a competent person who is qualified to the required standards to complete gas safety works and is Gas Safe Registered.

3. Policy Statement

- 3.1 We accept our duty under the Gas Safety (Installation and use) Regulations 1998 (as amended) to service and maintain all gas appliances and flues installed in our housing stock and offices to protect our employees and anyone visiting or using our properties from risks to their health and safety. This requires us to:
- Ensure gas fittings and flues are maintained in a safe condition.
 - Ensure an annual safety check is carried out on each gas appliance/flue.

- Have all installation, maintenance and safety checks carried out by a Gas Safe Registered gas installer.
- Keep an electronic record of each safety check for at least two years.
- Ensure our contractor issues a copy of the latest safety check record to existing tenants within 28 days of the check being completed, or to any new tenant before they move in.

3.2 We are committed to meeting our obligations as a Responsible Person under all relevant legislation and statutory guidance, to provide safe homes for our customers safe workplaces for our employees and ensures safety for visitors.

4. Our Commitments

4.1 We will:

- Ensure anyone engaged in work activities associated with our properties are competent to a level commensurate with the activities they undertake
- Carry out a gas safety check within 12 months of the installation of a new appliance or flue
- Carry out an annual gas safety check on or before the anniversary date of the existing gas safety record by delivering a rolling 10-month programme from the last inspection.
- Keep a record of safety checks for 2 years
- Issue a copy of the record to each existing tenant within 28 days of the check being completed.
- Issue a copy of the Gas Safety Certificate to any new tenants before they move in
- Take reasonable steps to work with customers so that the service is carried out at a day/time that is convenient for them
- Take action to gain access without the customer's consent when it has been unreasonably withheld
- Offer advice to tenants who choose to have their gas supply capped and monitor the reasons for this
- Ensure that all work carried out on gas appliances and installations will be carried out by a fully qualified Gas Safe Registered person.

4.2 We will take all reasonable steps to ensure access is gained for the purpose of completing gas safety checks and servicing works to be completed. Our full procedure, detailing all reasonable all activities and processed are set out in our Gas Safety Management Plan.

4.3 The gas supply to properties will be capped when:

- A gas appliance, fitting, pipework is deemed at risk or potentially dangerous.
- A tenant has a pre-payment meter installed and there is no credit on the meter and a gas service cannot be carried out.

- A customer advises us that they do not use gas appliances or services in their home.
 - A property is void. Some void properties will not be capped due to specific operational decisions, eg emergency bed spaces.
- 4.4 Install a carbon monoxide alarm in properties containing a fixed combustion appliance which will be tested at the time of the annual gas safety check, or where a major repair on an appliance has been carried out, to ensure the alarm is in working order
- 4.5 All hard-wired smoke alarms installed in properties containing gas appliances will have operational sound tests carried out at the time of the annual gas safety check.
- 4.6 A notice relating to the safety of communal installations will be publicly displayed at each building served by a communal system to confirm that regular safety checks are carried out. A copy of the current inspection will be made available to any tenant or leaseholder on request.
- 4.7 Unvented hot water storage cylinders and unvented mains pressure water heaters will be visually inspected at the same time as the gas service.
- 4.8 All pressure vessels associated with commercial boiler plant are inspected on a periodic cycle as determined by a competent person and as required by the Pressure System Safety Regulations 2000 (PSSR). Inspections will be undertaken by our insurers and recorded on the appropriate system.
- 4.9 We will not allow the installation of flueless gas fires in any of our properties. Any requests received for such installations will be refused.
- 4.10 Further detail on our procedures for Gas Safety are set out in our Gas Safety Management Plan.

5. Owned, Leased and Managed Properties

- 5.1 Where we own and manage properties we remain the Responsible Person in relation to gas safety and, as such, we accept our legal duty to risk assess these properties and complete any works within our control.
- 5.2 Where we own properties which are not managed by us, we remain the Responsible Person in relation to Gas Safety and, as such, we accept our legal duty to risk assess these properties and complete any works within our control. The exception to this is where the lease explicitly specifies otherwise, in which case the managing agent will be the Responsible Person. Where we are not specifically designated as the Responsible Person for a property, we will seek assurance from the Responsible Person that the property meets all legislative requirements regarding the management of gas safety.
- 5.3 Where we manage properties that are not owned by us, the Responsible Person will be set out in the Management Agreement. Where we are not specifically designated as the Responsible Person for a property we will seek assurance from the

Responsible Person that the property meets all legislative requirements regarding the management of gas safety.

- 5.4 Where we own a property on a full repairing lease, we will be the Responsible Person unless otherwise specified in the lease. The Lessee will retain responsibility for maintenance and safety under the terms of the lease and is legally responsible for gas safety in relation to all matters under their control. Where we are not the Responsible Person, we will seek assurance from the Responsible Person that all legislative requirements are being met regarding the management of gas safety.
- 5.5 Where we seek assurance from the Responsible Person and do not receive an adequate response, we will take reasonable further steps to follow this up, commensurate with the level of risk to customers. These further steps may include:
- Further follow-up correspondence seeking the involvement of enforcing authorities, such as the local authority or Health and Safety Executive to establish the position and compel a full and adequate response from the Responsible Person.
 - Explore possible legal action/proceedings to compel a response.
 - Give consideration, on an exceptional, one-off basis (and by doing so in no way accepting future responsibility/liability from the Managing Agent for the involved Fire Safety activity/requirement) to completing the activity/requirement involved in the over-riding Health and Safety interests of our customers – in such circumstances the costs of completing such an activity/requirement will be recharged to the Managing Agent via their Responsible Person.
 - Records will be kept for the current and previous year in relation to all responses received from Managing Agents and their Responsible Person's.
 - It is the responsibility of the Service/Contract Manager to request copies of safety certificates from the relevant landlord.

6. Roles and Responsibilities

- 6.1 The Chief Executive retains the overall responsibility for the implementation of this policy.
- 6.2 The Senior Health & Safety Manager will ensure that all health and safety requirements are met and that this policy is updated to reflect any new and/or emerging legislation and regulatory requirements and will ensure compliance with the Policy in our Schemes.
- 6.3 The Executive Director of Asset & Property is the nominated organisational duty holder and will ensure this policy is implemented. They will provide adequate resources to implement this policy. They will ensure there are effective processes in place to implement this policy in relation to the function of asset management, repairs, and maintenance where we are Responsible.
- 6.4 The Head of Compliance and Building Safety is the Responsible Person where we are responsible and will ensure this policy and associated procedures are adhered to by staff and contractors. They are responsible for keeping this policy up to date.

- 6.5 The Gas and Water Safety Manager is responsible for the day-to-day delivery of the Gas Safety Service and the Gas Safety Inspection Programmes where we are the responsible.
- 6.6 The Compliance Contracts Manager will seek assurances where we own properties where we are not the Responsible Person that all legislative requirements are being met regarding the management of Gas Safety.
- 6.7 The Director of Housing & Customer Experience is the Responsible Person where we manage properties where we are not the Responsible Person and will seek assurance from the Responsible Person that all legislative requirements are being met regarding the management of Gas Safety.
- 6.8 All members of staff are responsible for looking out for danger signs from gas appliances as part of their routine duties and visits to customers' homes. Training will be provided, as appropriate, to improve gas safety awareness throughout the organisation in accordance with the Training Matrix.
- 6.9 Under the terms of their tenancy agreement, licence or lease, residents are required to immediately report any concerns and repairs, allowing access for an annual gas safety check and for repairs to the gas installation with the property.
- 6.10 Contractors and subcontractors must comply with the arrangements set out in this policy and demonstrate competency in the management of their work activities, in relation to gas safety.
- 6.11 An appropriately qualified member of staff or appointed competent contractor will provide advice and guidance on the appropriate methods of risk assessment and control measures arising and the management of works, as appropriate, relating to gas safety.
- 6.12 There are numerous operational roles with responsibilities for property and tenancy management whose titles vary. These teams support customer liaison and manage the response or completion, as appropriate, of gas inspections and repairs relevant to the management of our properties or tenancies. This includes managing issues relating to access, ASB and repair resolution.

7. Measuring compliance

- 7.1 Performance reports in relation to Gas safety will be reviewed as follows:
- Weekly Compliance Team Meetings
 - Monthly Compliance Meetings
 - Monthly by the Senior Management Team
 - 3 Monthly by the Audit and Risk Committee
 - 6 Monthly by the Board
- 7.2 These reports are in accordance with approved Key Performance Indicators (KPIs) which shall include:
- Domestic Landlord Gas Safety Inspection Programme

- Gas Safety Inspections other, including commercial boilers, catering, and dryers.
- Gas non-compliance with an action plan for completion
- Gas non-compliance that are overdue against an action plan for completion.

Record Keeping and Confidentiality

We will comply with our Data Protection and Confidentiality Policy which can be found by clicking [Here](#) or visiting our website at www.lookahead.org.uk

A copy of the Landlords Gas Service Record (LGSR) must be given to each existing tenant to which the record relates within 28 days of the annual safety check. Copy of the LGSR must be issued to any new tenant before they occupy the property, including where the property has been re-let or subject to a Mutual Exchange.

Once received, each LGSR will be checked for accuracy and completeness before being accepted as a record of the completed work and entered onto the computer system. A copy of the LGSR will be retained for 2 years from the date of inspection and stored centrally by the Compliance Team.

Policy Sign Off and Ownership	
Document Name	Gas Safety Policy
Version	3.0
Equality Impact Assessment	N/A
Who was consulted?	N/A. This policy sets out our obligations under legislation and regulatory requirements. It is therefore not appropriate to consult on the content.
Approved By/Date	Policy Group, 17 April 2025 and amendments ratified by the Chair on 25.4.25
Date for Review	April 2028
Author	Head of Compliance & Building Safety
Owner (if different)	Executive Director of Asset & Property
Document Location	SharePoint
Compliance Measures	See policy
Related Policies/Procedures	Gas Safety Management Plan, Fire Safety Policy
Relevant Legislation and Regulatory Requirements	• Regulatory Framework for Social Housing in England – Home Standard • Gas Safety (Installation & Use) Regulations 1998

	• Gas Safety (Management) Regulations 1996 • Health & Safety at Work <i>etc.</i> Act 1974 • Landlord & Tenant Act 1985 • Housing Acts 1985 and 1988 • Management of Health & Safety at Work Regulations 1999 • Workplace (Health, Safety & Welfare) Regulations 1992 (as amended) • Equality Act 2010 • Control of Substances Hazardous to Health Regulations 2002 (section 121) • Pressure System Safety Regulations 2000 (PSSR) • Environmental Protection Act 1990 • Building Regulations Document G (sections 2 and 3) • Water Supply (Water Fittings) Regulations 1999 • Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022
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Version History			
Version	Date	Description of Changes	Author
2.0	27.02.22	Routine Review/Refresh	██████████
3.0	08.04.25	Review and refresh. Updating roles, relevant legislation, and regulatory requirements.	██████████ and ██████ ██████████