

**GAS APPLIANCE AND HEATING  
SAFETY POLICY**

## 1. Purpose

- 1.1 This Policy applies to all properties where Twenty11 have a responsibility for gas safety, and any heating appliance that could produce carbon monoxide, such as solid fuel and oil fuelled fires. The policy covers individual homes and communal areas where such installations are present. This policy also incorporates items such as boilers, fires, flues (concealed and exposed), chimneys and associated pipework.
- 1.2 The majority of our properties are heated by gas or have a gas installation or have a solid fuel or oil fired appliance. Properties not supplied with a gas installation or gas supply or a solid fuel or oil fired appliance will have their own specific testing and maintenance provision, which is not covered by this policy. The purpose of the document is to describe how Twenty11 meets its requirements for undertaken landlord gas safety checks as set out by the Gas Safety (Installation and Use) Regulations 1998. All landlords have a legal responsibility to comply with these regulations, which are enforced by the Health and Safety Executive (HSE).

## 2. Definitions

- Heating Appliance: For this document a heating appliance is any piece of equipment that can heat air or water for raising the temperature of a room.
- HSE – Health and Safety Executive

## 3. Responsibilities

- 3.1 The duties of management, staff and personnel of Twenty11 shall be clearly communicated and agreed by all parties to ensure that all persons can undertake their duties as stated in this Policy. Communications and feedback detailing agreed responsibilities shall be kept and monitored this shall initiate further training or assistance as deemed necessary.

### 3.2 *The Board*

The Board have the ultimate responsibility for this policy and its delegation to the Chief Executive.

### 3.3 *The Chief Executive*

The Chief Executive is the designated “Responsible Person” as defined in the “The Gas Safety (Installations and Use) Regulations 1998. As such they have the responsibility to:

- Ensure tenants are aware of the location of their emergency control and the action to be taken in the event of a gas emergency
- Ensure that tenants are aware of the action to take in the event of suspected escape of carbon monoxide.
- Ensure that there is a communication pathway into Twenty11 for anyone who installs a section of pipework which connect with the primary meter.
- Ensure that contractors employed on behalf of tenants are competent to undertake maintenance and testing of gas equipment.

- Ensure resources (both physical and financial) are made available and that any safety defects identified on a gas installation are rectified in a suitable timescale.
- Take action to prevent the use of any appliance which is known or suspected to constitute a danger to any person, likely to be the cause of fire / explosion arising from gas leakage or carbon monoxide poisoning arising from inadequate flue arrangements or fixed ventilation. This should be explained to tenants who should then be persuaded to allow repair or disconnection, but the engineer has no legal power to enforce this. However, the responsible person should instruct the gas supply to be capped to make the area safe.

#### 3.4 *Assistant Directors*

The Assistant Directors of Twenty11 are responsible for ensuring that adequate physical and financial resources are made available to enable the objectives of this Policy to be met.

#### 3.5 *Head of Property*

The Head of Property is responsible for the monitoring, review and development of this Policy.

#### 3.6 *Home Safety Manager*

The Home Safety Manager is responsible for the operational delivery of and compliance with this Policy, staff awareness, training and communication to tenants. Ensure arrangements for the delivery of gas safety awareness training for all appropriate staff. Maintains a competency matrix to ensure that only those with the appropriate level of training are asked to undertake roles where specific training is required.

#### 3.7 *Home Safety Specialist (M&E)*

The Home Safety Specialist (M&E) takes day to day responsibility for

- Implementing the requirements and actions of this Policy
- Managing operational compliance of the specialist contractor and the works undertaken
- Validating data and records and ensuring information is updated in a timely manner to report on overall compliance
- Planning and managing the delivery of programmes of inspections, remedial actions and planned investment works to ensure compliance and improve resident safety
- Liaising with tenants, providing information and advice on all relevant aspects of safety

#### 3.8 *Employees*

All Employees, irrespective of their position shall:

- Take responsible care for their work health and safety and that of other persons who may be adversely affected by gas and heating appliance work, including members of the public, tenants, visitors and contractors
- Co-operate as appropriate with other staff agencies to ensure compliance with this policy and all other legal requirements
- Halt works that, in their opinion, may present a serious risk to health and safety
- Report any concerns that they may have in relation to the management of gas appliance safety
- Raise any issues immediately that endanger health or safety
- Report all accidents, incidents and near misses to the Home Safety Specialist (Health & Safety) as quickly as possible after the event, to ensure that an investigation is undertaken.

### 3.9 *Contractor's Responsibilities*

3.9.1 Contractors have a responsibility to identify on the Landlord Gas Safety Certificate LGSR any unsafe resident-owned appliances and advise the resident of any remedial actions required. Twenty11 service and maintain resident's gas fires which are served by a flue owned by Twenty11. Any repairs that need to be carried out or removal of the appliance due to its state of disrepair are recharged to tenants. Safety checks to resident's own gas fires are carried out as per the Gas (Installation and Use) Regulations 1998 ACoP 36(2) guidance note 299.

3.9.2 The contractor undertakes work in accordance with the specific requirements set out in the Mechanical Works contract. Every opportunity is taken to involve interested tenants in managing and developing this service.

A landlord gas safety record is completed in the following situations:

- Where any repair or maintenance is carried out on a gas appliance, gas installations or any gas pipework or flue.
- Where any repair or building work to chimney or flue that could cause a blockage is undertaken, this may extend to certain roofing repairs.
- Where cavity wall insulation, double glazing, or installation of mechanical ventilation including an extractor fan may cause a detrimental effect to the ventilation of an open-flue gas appliance.

3.9.3 It is the contractor's responsibility to inform the Home Safety Specialist (M&E) when they cap off gas, no matter what the reason (e.g. due to no money on the gas pre-pay meter).

3.9.4 Installers notify the "Gas Safe Register" for gas contractors' registration of any new installation or exchange of a gas appliance. They in turn must notify Building Control within 30 days as appropriate.

3.9.5 A specific Code of Conduct, Ethical Standard and range of sustainability and community initiative have been developed and included in the relevant contract documentation.

Contractors and subcontractors are expected to implement and fully comply with these requirements.

3.9.6 Safety certification will be issued following the service and repair of any solid fuel appliance or appliance serviced capable of creating carbon monoxide.

### 3.10 *Tenants*

Tenants have a responsibility to:

- Allow access to enable the landlord gas safety check or any service or safety inspection to be undertaken.
- Immediately reporting any concerns with gas appliances, flues or installation pipework, turning off gas supplies and appliances in hazardous situations and keeping them turned off until checks have been carried out by a competent person
- Regularly testing their carbon monoxide alarms and reporting any problem.
- Not undertake, arrange or allow work on gas installations in their properties without consent from Twenty11. When Twenty11 consent is given all work must be carried out by engineers registered with "Gas Safe."
- Find out their obligations and maintain their appliance in a safe order and good state of repair.
- Operating appliances safely and in accordance with manufacturers' instructions
- Not to use any carbon monoxide producing equipment within their home such as indoor barbecues etc.

3.10.1 Where tenants carry out property alterations and improvements – including installing appliances, gas installations or works that may affect the safety of gas installations, appliances or pipework – authorisation must be sought prior to any works being undertaken.

3.10.2 Tenants must supply all relevant certification on completion of the authorised works. A decision will be made regarding the future maintenance and servicing of any resident's own installed appliance. In most cases the installation will be maintained and replaced by Twenty11.

3.10.3 No permission will be granted for the opening of fire places in Twenty11 homes for the installation of a solid fuel heating appliance.

## 4. **Legal Framework**

4.1 We will comply with our statutory requirements in respect of gas safety which I extend to, but is not limited by:

- Landlord and Tenant Act 1985
- Housing Act 2004
- Management of Health & Safety at Work Regulations 1999

- Workplace (Health, Safety & Welfare) Regulations 1992 (as amended)
- Gas Safety (Installation and Use) Regulations 1998
- Gas Safety (Management) Regulations 1994
- The Construction (Design and Management) Regulations 2015
- Building Regulations where relevant
- The Gas Safety (Rights of Entry) Regulations 1996

4.2 We require our contractors to abide by all relevant legislation and technical guidance and keep up to date with any amendments.

4.3 Any contractor or individual undertaking works to a gas supply or appliance must be registered through the 'Gas Safe Register'. Annual checks are undertaken to ensure that all engineers have the appropriate accreditation to work on appliances in line with the Approved Code of Practice (ACOP) training standards. These checks are also undertaken if new engineers are appointed by the contractor.

## 5. Key Principles

5.1 As an organisation, Twenty11 has responsibilities and obligations as set out below. We will:

- Ensure annual landlord gas safety checks are carried out at intervals of not more than 12 months by a Gas Safe registered contractor
- Ensure that only contractors / engineers with the relevant qualifications (Gas Safe Registered/HETAS etc.) can work on our gas, Oil and solid fuel installations and appliances
- Ensure where a chimney or flue is serving a heating appliance that could produce carbon monoxide (e.g. solid fuel or oil fuelled fires) within a property (no matter who is the owner of the appliance), the chimney / flue is 'fit for purpose'
- Ensure a Landlord Gas Safety Record (LGSR) check is carried out at each change of Twenty11 tenancy and a copy of the appropriate certification issued to the incoming resident prior to occupation
- Ensure that any gas appliance, pipework or flue is repaired and maintained to approved standards
- Procure and manage contractors appropriately
- Keep detailed computerised information (for at least 2 years) of all LGSRs and monitor performance to ensure that we maintain 100% compliance
- Regularly publicise the risks associated with gas installations and appliances to tenants
- Reconcile our records with those held by the contractor on a quarterly basis
- Issue tenants with a copy of the LGSR within 28 days of it being completed

- Post a copy of the LGSR on a communal noticeboard in a prominent position at sites where checks relate to communal systems. Include details on how to obtain individual copies if required
- Provide a copy of the current LGSR to new Twenty11 tenants
- Ensure appropriate and regular gas safety awareness training is provided to all relevant staff
- Employ suitably qualified and competent staff to manage the contract and oversee the works
- Encourage staff to be alert to the danger signs from gas appliances as part of their routine duties and visits and have a clear process for reporting concerns
- Make provision for a third-party audit process that will provide reports on the performance of the Gas Safe contractor, and carry out sample checks of the quality of on-site work undertaken by operatives and representatives

## 5.2 *Repairs and faults*

5.2.1 To control the hazards associated with gas, the gas appliances and installations, we aim to ensure that we always leave gas appliances and installations in a safe working order and that there is an in-date LGSR for all relevant properties. Any repair, defect or fault found as part of the gas safety check will be dealt with according to its respective priority. The process for rectifying repairs includes:

- Scheduling repairs according to appropriate timescales and informing tenants of the anticipated date for completion
- Repairing or making good issues at the time of the landlord gas safety check where this is appropriate to do so
- Recording any actions/non-conformities and informing the responsible person

5.2.2 Any gas appliance that fails a landlord gas safety check and cannot be repaired will be disconnected from the gas supply and replaced in accordance with our replacement timescales.

5.2.3 In the event of a heating appliance needing to be disconnected and resulting in a loss of heating and hot water for the resident, enough alternative temporary heating will be provided as a priority.

5.2.4 Repairs and replacements will be carried out in accordance with the timescales set out in our repairs and maintenance standards, including our Mechanical Contract guidelines and manufacturers' recommended instructions, and any relevant legislation such as the Right to Repair Scheme.

5.2.5 It is our stated aim that all gas boilers will be replaced in accordance with our current investment priorities; we will plan the renewal of gas boilers on a 12-year renewal cycle. We will consider value for money when deciding to replace or repair appliances and specifying new heating appliances and materials.

- 5.2.6 We will attend to all faults and repairs according to our stated repairs priorities. We will operate a comprehensive 'out of hours' service through our contractor to provide emergency repairs 365 days per year.
- 5.3 *Lettings and mutual exchange properties*
- 5.3.1 In all cases, properties with a gas installation will be inspected and a valid LGSR issued to the incoming resident as part of the sign-up process. No property will be let without a valid LGSR being available.
- 5.3.2 As properties become void, arrangements will be made for our nominated gas contractor to disconnect the gas supply on the outlet side of the meter by either inserting an isolating disc or capping-off the pipework. In addition, any pipework fitted with a bayonet fitting, i.e. a cooker outlet, will be capped or plugged off.
- 5.3.3 Where there is a change in tenancy through a mutual exchange the landlord gas safety check is carried out on the day that the new resident moves in.
- 5.4 *Access for safety checks and repairs*
- 5.4.1 Every effort will be made to arrange a convenient time and date with the resident for access to complete the works. Appointments will be made, and written notice provided in accordance with our Access to Homes procedure. In cases where access is denied or re-arranged appointments and following written notifications of potential legal action, we will seek an injunction to gain access. The process set out in our Access to Homes procedure, will be followed in all cases.
- 5.4.2 It is a condition of the Tenancy Agreement that tenants must provide access for a landlord gas safety check. Specific details are set out in the Tenancy Agreement.
- 5.4.3 We will regularly consider new and innovative ways to gain access. Where we do seek legal intervention our preferred first option is the use of court injunctions.
- 5.4.4 We recognise that in certain cases there may be underlying issues that contribute to access problems which may relate to a support need, language, or specific tenancy management problem. In these circumstances, we will try to overcome or resolve the cause of the problem and be sensitive to the issue before pursuing legal action. Access to Homes procedure allows opportunity to consider these issues at each relevant stage of the legal process.
- 5.4.5 Should it not be possible to undertake an annual gas safety check on an appliance that is overdue for its annual service, due to a resident being in arrears on their gas account and therefore no gas being available, the contractor will cap-off the gas supply to prevent the use of any appliance until the cap is removed. Plus, an LGSR will be issued stating that meter is capped. The resident will be informed to contact us once the debt has been cleared. A warning sticker will be affixed to the appliance providing a contact telephone number. A record will be kept of any capped services. On the request of the resident the gas supply will be uncapped and an LGSR issued. The contractor will immediately advise the Home Safety Specialist M&E by way of a 'Turn off notification' which will be held in place until the supplies are reinstated.
- 5.4.6 In the event that fuel poverty is a demonstrable contributory factor to the arrears on the gas account Twenty11 will consider the gifting of temporary electric heaters so

that tenants can heat areas of the home and live as comfortably as possible through the period of financial hardship.

- 5.4.7 In instances where a live gas supply is present, but where no gas meter is installed (where the meter has been removed and the gas supply capped), a visual check will be undertaken annually of any live gas pipework and an LGSR issued. Any heating appliance fitted will be capped to prevent its use, should a gas meter be subsequently installed without notifying Twenty11. A warning notice will be affixed to all appliances informing tenants of the need to contact us prior to any reconnection of a meter.
- 5.4.8 Where any repair or maintenance is carried out to a gas appliance, gas installation, gas pipework or flue the contractor will issue an appropriate Gas Safe document / certificate to Twenty11.
- 5.4.9 In addition to the requirements listed above, and where relevant, LGSRs will be completed in the following situations:
- Where any repair or building work to a chimney or flue that could cause a blockage is undertaken, this may extend to certain roofing repairs
  - Where cavity wall insulation, double glazing, or installation of mechanical ventilation, including an extractor fan, may cause a detrimental effect to the ventilation of an open-flue gas appliance
- 5.4.10 Installers must notify the 'Gas Safe Register' for gas contractors' registration of any new installation or exchange of a gas appliance. They will in turn notify Building Control where appropriate.
- 5.4.11 A specific code of conduct, ethical standard and range of sustainability and community initiatives have been developed and included in the relevant contract documentation. Contractors and subcontractors are expected to implement and fully comply with these requirements.
- 5.4.12 Contract management will be undertaken in accordance with the specific requirements set out in the Mechanical Works contract. We will take every opportunity to involve interested tenants in managing and developing this service.

## 5.5 *Temporary accommodation*

These properties will receive an annual gas safety check with maintenance and repair carried out as appropriate and in accordance with standing agreements.

## 5.6 *Auditing and review*

Quality of work is assessed in three ways:

- Assessment of a percentage of works by a suitably experienced and qualified officer
- Assessment by a nominated consultant
- Self-assessment and quality assurance by the contractor
- Resident feedback and satisfaction survey

Internal auditing arrangements are required of the contractors, which include the contractor's qualified engineer reviewing all LGSRs and checking all details prior.

## 5.7 *Documentation*

An electronic property database records the heating type present in each property and details dates of previous landlord gas safety records. This database is the definitive information source for annual gas safety checks. This database is maintained to keep up to date with property changes and new appliance details. Regular reports generated identify:

- The total number of properties on contract
- The property addresses with a current valid landlord's gas safety record which is in date
- The percentage of properties with a compliant landlord gas safety record
- The status of each property with the "No Access to Homes" Policy where a landlord gas safety record has expired.

## 6. **Policy Statement**

- 6.1 Twenty11 is committed to ensuring the safety of our tenants, staff, our partners and the wider community who may be affected by the installation of gas appliances, associated flues and pipework in properties that we own or have a responsibility for managing. There are risks associated with gas installations and appliances through leaks of natural gas, which is highly flammable and explosive and carbon monoxide, which is toxic and potentially fatal if build-ups occur. This can occur through an appliance burning fossil fuel etc.
- 6.2 The requirements for undertaking the Landlord Gas Safety Record (LGSR) are defined by the current version of the Gas Safety (Installation and Use) Regulations 1998. All landlords have a legal responsibility to comply with these regulations which are enforced by the Health and Safety Executive (HSE).
- 6.3 To meet these requirements, we will ensure that a specific contract is in place employing a specialist Gas Safe Registered contractor to undertake work on the systems and appliances that we are responsible for. This will allow for servicing and associated installation works and will cover all aspects of gas repair including safety inspections. This contract will also extend to all other homes with appliances with the potential to produce carbon monoxide.

## 7. **References**

- 7.1 The key documents and references are listed in the legal framework section of this document.

## 8. **Related Policies & Procedures**

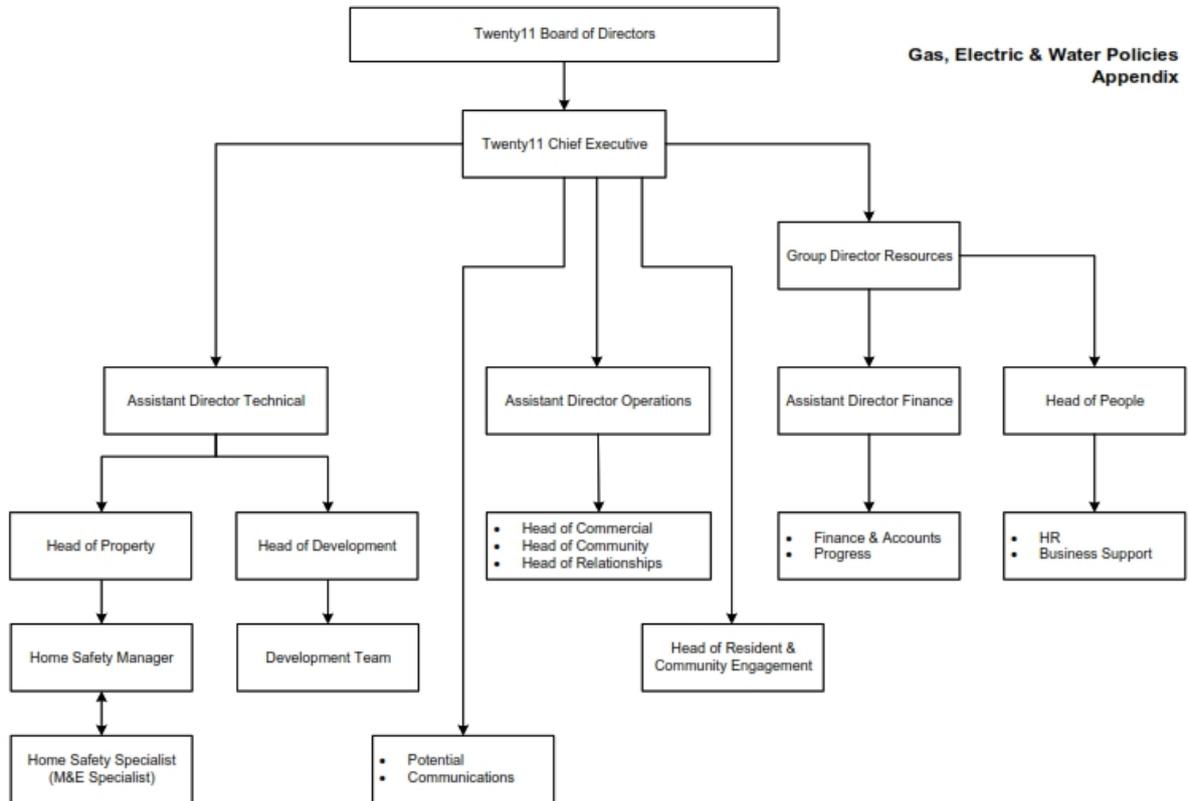
- 8.1 This Policy should be read in conjunction with our Electrical Safety policy, which will cover safety in connection with Air Source Heat Pumps and Electrical powered boilers and other heating systems.

8.2 This Policy should be read in conjunction with our Health and Safety Policy, which will cover the process for recording, reporting, investigation and analyses of accidents, incidents and cases of ill health in relation to Gas safety.

8.3 Other related documents include:

- Carbon Monoxide Alarm Procedure
- Mutual Exchange Policy

# Appendix A – Twenty11 Organisational Chart



Staff roles listed in the **Competency Standards section** must be acquainted with contents of this document and have had documented instructions and training on its use. Authority to amend can only be undertaken by the **Process owner** with the relevant **Delegated approvals**.

For information on interpretations and instructions staff should contact the **Subject Matter expert** or **Process owner** and under no circumstances should any deviation be permitted without prior approval as above.

Document Controls			
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<b>Subject Matter expert drafter:</b>	Home Safety Specialist (M&E)	<b>Process owner:</b>	Head of Property
<b>Related Pod:</b>	Property	<b>Related Policy:</b>	All gas related policies
<b>Review period:</b>	3 Years	<b>Next review due</b>	December 2023
Delegated approvals			
<i>The 3 lines of defence have been checked within the framework and are valid</i>			<input checked="" type="checkbox"/>
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