

Title:	Gas Safety Policy
Person responsible:	Director of Property Operations
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Document management		
Version	Date amended	Amendments
1	March 2023	Original version with version history
2	June 2026	Updated to broaden scope, strengthen regulatory alignment, include more detailed operational rules, strengthened approach to communication and access, greater emphasis on training and competence and provide clarity on data management.

1. Purpose and Scope

1.1 Purpose

- 1.1.1 South Lakes Housing (SLH) is a registered provider, and we own and manage approximately 3,800 homes across a wide geography in South Lakeland and Lancashire.
- 1.1.2 The purpose of this policy is to ensure SLH meets its statutory obligations as a landlord and seeks to provide assurance that Gas safety is adequately managed, ensuring the health and safety of our residents, leaseholders, colleagues, and the public.

- 1.1.3 At SLH we are committed to ensuring that all our residents' homes, communal spaces, offices, and commercial properties are safe and secure places in which to live and work.
- 1.1.4 This policy applies to all properties owned or managed by SLH, including non-residential premises. SLH does not hold a landlord's duty of care in respect of gas installations in leaseholders' or shared owners' homes. The requirements of this policy apply to leasehold dwellings only as required to maintain the safety of the Block in respect to common areas.
- 1.1.5 The policy will also extend to all individuals employed by South Lakes Housing, including contractors and sub-contractors.

1.2 Scope

- 1.2.1 This policy covers all gas, solid fuel and wood burning installations & communal heating systems and infrastructure. SLH has a responsibility to maintain all installations and appliances owned by it within its housing stock to the required statutory, legislative, and regulatory standards.
- 1.2.2 It also covers properties with a provision for a gas supply or a readily available gas supply (but no gas appliances) and other activities that are undertaken at the same time as servicing & inspection of the above appliances.
- 1.2.3 In some cases, SLH may not have the landlord's duty of care. This must be clearly confirmed before those properties are excluded. Individual leases detail the responsibilities of leaseholders to provide appropriate documentation for the cleaning of chimneys and equipment located within the building. Leaseholders will be advised at the point of sale.

2. Regulatory and Legislative Requirements

2.1 Regulatory

- 2.1.1 The application of this policy will ensure compliance with the regulatory framework and consumer standards (Safety & Quality Standard, Tenant Satisfaction Measures) for social housing in England, introduced by the Regulator of Social Housing (RSH).

2.2 Legislative

- 2.2.2 SLH will seek to comply with all current and relevant statutory obligations outlined below and understands that strict compliance is required, as failure to meet these responsibilities may result in significant consequences.

- Building Regulations 2010, Approved document J
- Building Regulations 2010, Approved document L
- Corporate Manslaughter and Corporate Homicide Act 2007
- Construction (Design and Management) Regulations 2015
- Gas Safety (Installation and Use) Regulations 1998
- Health and Safety at Work Act 1974
- Housing Act 2004
- Housing Health & Safety Rating System
- Management of Health and Safety at Work Regulations 1999
- Pressure Equipment Regulations 1999
- Pressure Systems Safety Regulations 2000
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022

2.3 Code of Practice

- 2.3.1
- HSE Approved Code of Practice (ACOP) L56: Safety in the installation and use of gas systems and appliances Gas Safety (Installation and Use) Regulations 1998
 - HSE Approved Code of Practice (ACOP) L122: Safety of pressure systems

3. Our Approach

3.1 Management of Gas Safety

- 3.1.1 SLH will ensure that all gas, solid fuel and wood burning installations, appliances and infrastructure are inspected, serviced and maintained by competent Gas Safe or HETAS registered engineers annually in line with legal requirements. Set out in Gas Safety (Installation and Use) Regulations 1998 (GSIUR).
- 3.1.2 Gas safety inspections will be carried out on properties where there are incoming gas main/pipes, where the gas meter is capped, the resident does not use a gas appliance or the property has the potential to have a gas supply to confirm that no gas supply has been installed and ensure the residents ongoing safety within the property.
- 3.1.3 All new gas installations will be issued with a Landlord Gas Safety Record (LGSR) and receive their first gas safety check completed no later than 12 months after the date of installation and then within 12 months intervals in accordance with the Gas Safety Installations and Use Regulations (amended) 1998.
- 3.1.4 Landlords do not have a legal responsibility for carrying out a safety check or maintenance on gas appliances owned by a resident. However, at the time of the annual safety check, SLH will conduct a visual check of all resident owned gas appliances for safety by undertaking a visual risk assessment recorded

on the Landlord Gas Safety Record (LGSR). Where intervention with a gas appliance is needed, the gas safe registered engineer will undertake an assessment in line with Gas Safety (Installation and Use) 2018 - Regulation 26(9).

- 3.1.5 Any safety critical faults found on a resident-owned appliance will result in the appliance being isolated and disconnected from the gas supply and the resident informed in line with the Gas Industry unsafe situations procedure. SLH will not be liable for repairs to resident owned appliances.
- 3.1.6 While SLH may undertake service and maintenance of resident-owned solid fuel and wood burning appliances where agreed, responsibility for the ongoing upkeep, repair and safe use of those appliances remains with the resident.
- 3.1.7 When an SLH property becomes void (empty), the gas supply will be disconnected and capped at the meter to keep the property safe during the refurbishment period.
- 3.1.8 When an empty home (void) is then re-let, the gas supply is reconnected, and a gas safety inspection will take place, with the issue of a landlord gas safety certificate (LGSR).
- 3.1.9 Before a mutual exchange, a gas safety inspection will be carried out. Appropriate checks will be undertaken, and any unsafe equipment will be rectified or removed. These checks will include inspection of the appliances, system controls, installation pipework, and a gas tightness test.
- 3.1.10 If a property is empty (void) for more than a 12-month period, a service/inspection visit will be made on the anniversary date to ascertain that the gas supply is still capped and disconnected (unless the gas has been terminated at the highway outside the property by the transporter and we are in receipt of a disconnection certificate).
- 3.1.11 Gas Safety certification for commercial leaseholders will be obtained to provide assurance that valid safety inspections have been completed at intervals not exceeding 12 months from the date of the last gas safety inspection, and evidence recorded on our asset system.
- 3.1.12 Where required, commercial boilers, heating systems and pressure vessels must have a Written Scheme of Examination (WSOE) prepared by a competent person to manage the risk of pressure system failure. Future examinations will be carried out at the intervals and in the manner specified within the scheme.

3.2 Compliance Remedial Work

- 3.2.1 SLH 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,

including solid fuel appliances and open fires.

- 3.2.2 Gas reactive maintenance will be completed during the void refurbishment period before the property is reoccupied.
- 3.2.3 SLH will have a robust process for investigating and managing all RIDDOR notices related to gas safety. Depending on the nature of the incident, the Business Continuity Plan may be invoked.

3.3 Smoke and Carbon Monoxide Detectors

- 3.3.1 Smoke, heat & carbon monoxide detectors will be fitted in all properties where required as detailed within the gas and carbon monoxide management plan to the standard required by “The Smoke and Carbon Monoxide Alarm (England) Regulations 2015”.
- 3.3.2 SLH will ensure that at least one smoke alarm is equipped or installed on each storey of residents homes where there is a room used as living accommodation. Heat detector in the kitchen and carbon monoxide alarm in any room with a fixed combustion appliance, including gas boilers, but excluding gas cookers.
- 3.3.3 Smoke, heat and carbon monoxide detectors will be tested on an annual basis in conjunction with the annual gas safety inspection visits and a record of the location of detectors, make & model, and expiry date detailed on the landlord gas safety record (LGSR).
- 3.3.4 Any faulty or expired smoke alarms will be replaced during the annual inspection and recorded on the certificate.

3.4 Communication and Resident Engagement

- 3.4.1 SLH approved contractor will write to residents a minimum of 10 weeks prior to the anniversary of the annual gas safety inspection to confirm the appointment date and time the next inspection will be carried out.
- 3.4.2 Residents will have the option of rearranging appointments direct with the approved contractor or SLH direct.
- 3.4.3 Reminder letters will be issued to the resident 7-14 days prior to the appointment date and time.
- 3.4.4 SLH will provide advice to residents regarding gas and carbon monoxide safety through leaflets and information on our website highlighting the importance of reporting concerns regarding gas safety promptly to SLH.
- 3.4.5 SLH will ensure that copies of all LGSRs are provided to residents within 28

days of completion or displayed in a core area where necessary upon completion of the LGSR.

3.5 Access

- 3.5.1 SLH will take all reasonable steps to obtain access to properties to maintain gas safety.
- 3.5.2 In the event of exhausting all available options to secure access, we will carry out a risk assessment, taking account of the property and occupier and will seek to engage with residents to address any issues, considering any known communication preferences or identified vulnerabilities, to facilitate access and ensure the well-being of the resident.
- 3.5.3 If we believe the integrity of the property, its fabric and/or the safety of the resident or those in the vicinity of the property is compromised. This may include, but is not limited to, obtaining an injunction for access, and any costs incurred would be recharged to the resident.

4. Alteration Requests

- 4.1 As a responsible landlord we must ensure that any works completed to SLH assets are safe, compliant, and do not compromise the integrity of the property; however, we will not unreasonably withhold permission for an alteration.
- 4.2 In accordance with SLH Alterations Policy, Residents & Shared Owners must apply for written permission from SLH before conducting any alterations or improvements to their home.

5. Competent Persons

- 5.1 SLH will only engage with suitably qualified contractors, operatives & employees to undertake work on domestic, commercial, and non-domestic gas installations, and fittings and successfully completed an industry recognised training course & membership approved by Health & Safety Executive (Gas Safe Register).
- 5.2 SLH will maintain Gas safe registration & renewal for SLH & its employees certified in gas safety competence and deemed safe to work on domestic gas installations on our behalf.
- 5.3 SLH will obtain evidence of valid registration with Gas Safe Register and is reviewed periodically for any contractor, operative & employees required to

work on gas appliances or fittings on our behalf.

- 5.4 The level and range of competence should match the full extent of work to be undertaken but needs only to be sufficient for and relevant to that work.
- 5.5 Contractors working with solid fuel and wood burning appliances must be competent to do so and hold current and appropriate qualifications and HETAS registration.

6. Colleague Training

- 6.1 SLH's Gas Safe employees are required to attend regular accredited training courses following any changes or updates in the Gas Safety (Installation & Use) Regulations 1998 as amended. SLH will ensure that procedures are in place & that resources are available to provide all training to enable engineers to complete their duties regarding gas safety.
- 6.2 SLH will ensure that the Building Safety Manager with responsibility for management of gas safety is appropriately qualified and or experienced in the Gas Safety (Installation and Use) Regulations 1998.
- 6.3 If a competent person does not have appropriate qualifications already these should be obtained as soon as reasonably practicable, and second line assurance provided from a competent person to provide sufficient oversight.
- 6.4 Appropriate training will be provided to colleagues on gas safety awareness and this policy and procedures. This will include team and contractor briefings, e-learning and access to external training.
- 6.5 SLH will maintain a skills/training matrix to ensure that all colleagues undertaking key roles within the scope of this policy have appropriate training.

7. Data

- 7.1 SLH acknowledges that to meet its obligations, it must maintain a robust approach to identifying properties and equipment for which it has responsibility. SLH will:
 - Conduct a monthly asset stock reconciliation to ensure that all property additions and disposals are updated accordingly in the asset system.
 - Hold accurate records against each property it owns or manages, setting out the equipment type, frequency for undertaking safety

inspections, evidence of reactive repairs and maintenance of gas safety

- All gas safety certifications will be held electronically and held within SLH's asset system.
- SLH will hold and maintain accurate records on the qualifications of all contracting organisations and engineers, including sub-contractors undertaking gas works on behalf of SLH.

8. Monitor and Review

- 8.1 We will use business intelligence reports to manage Gas Safety compliance and track performance monthly.
- 8.2 Key Performance Indicators, including Tenant Satisfaction Measures BS01 Gas Safety Checks will support the Gas Safety Policy and will be reported monthly to Senior Leadership Team and quarterly to SLH Board of Management.
- 8.3 An update on Gas Safety will be detailed in a Property Compliance report to provide SLH Board of Management with a quarterly update to provide assurance on the management of gas safety.
- 8.4 To support performance management and to provide assurance on the quality and safety of work SLH will employ an independent quality assurance consultant to carry out works-based assurance activity, including 10% checks on certification and post-inspection of on-site works.
- 8.5 Gas Safety will be reviewed as part of SLH Internal audit programme.

9. Responsibilities/ Duties Governance

9.1 Governance

- 9.1.1 The SLH Board is responsible for ensuring the Gas Safety Policy is implemented in compliance with regulations. As such, the Board will formally approve the policy and review it periodically.
- 9.1.2 Operational risk updates will be reported to Board & Audit & Risk Committee to provide assurance of how compliance is being achieved to reduce risks.

9.2 Duty Holder/ Accountable Person

- 9.2.1 The accountable person under this policy will be South Lakes Housing. The duty holder is the Director of Property Operations who will delegate certain tasks to the responsible and competent persons.

9.3 Responsible Person

- 9.3.1 The responsible person for SLH is the Building Safety Manager, who will ensure the implementation of the policy and procedures across SLH.
- 9.3.2 The responsible person will ensure all operational procedures are carried out in a timely and effective manner. They will ensure all appointed organisations / individuals have the appropriate levels of training, skills, and knowledge to undertake the tasks and monitor training

10. Non-Compliance

- 10.1 Any non-compliance identified at an operational level must first be formally reported to the Building Safety Manager. The Building Safety Manager will then agree to an appropriate course of corrective action with the operational team and report the details to the Senior Leadership Team.
- 10.2 The Senior Leadership Team will ensure the Board and Audit & Risk Committee are made aware of any non-compliance issues so they can consider the implications and act appropriately.
- 10.3 The Senior Leadership Team and Board will consider whether it is necessary to disclose the issue to Regulator of Social Housing in the spirit of co-regulation as part of the Regulatory Framework

11. Review

- 11.1 This policy will be reviewed every 3 years, or sooner if required by statutory, regulatory changes, or to incorporate best practice. In addition, SLH will ensure that the policy is reviewed and, if necessary, amended, following any significant event or issue such as:
- Independent audit highlighting failings in process or policy
 - Gas leak, explosion, or other incident caused by faulty gas installations, testing, or alterations
 - Any significant changes to the building