

Gas and heating safety management policy	
<b>Document owner:</b> Director of Governance & Business Assurance	<b>Document No:</b> HS-PL-004
<b>Date approved:</b> December 2022	<b>Review date:</b> December 2024

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## 1.0 Introduction

- 1.1 Gas and other fossil fuelled heating installations and appliances are intrinsically hazardous and can present a risk to the health and safety of colleagues, contractors, customers and visitors if not correctly installed or maintained. Gas and other fossil fuelled installations and appliances can also pose risks due to deterioration as a result of everyday use or as a result of unauthorised modification or wilful tampering.
- 1.2 Beyond Housing is responsible for the maintenance and repair of its homes and other buildings, many of which contain gas installations and appliances. The Gas Safety (Installation and Use) Regulations 1998 (as amended) specifically deal with the installation, maintenance and use of gas appliances, fittings and flues in domestic and non-domestic properties. The regulations place a legal duty on landlords to ensure that gas appliances, fittings and flues provided for customers use are safe.
- 1.3 Beyond Housing is also responsible for maintaining other types of heating systems to ensure that all appliances, fittings and flues provided for customers use are safe. These include gas, ground source heat pumps, air source heat pumps (ASHP), solid fuel and other types of heating systems.
- 1.4 The gas and heating safety management policy outlines the arrangements for managing the risks to health and safety and sets out the responsibilities that together underpin the commitment to managing gas and heating safety and legislative compliance.

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## 2.0 Statement of intent

2.1 Beyond Housing is committed to providing a safe environment for its colleagues, contractors, customers and visitors, by conducting its business in a way that protects the health, safety and welfare of each individual.

2.2 As an employer and responsible landlord, Beyond Housing recognises the potential risks associated with the installation, maintenance and use of gas and other fossil fuelled heating installations and acknowledges its statutory obligations with regards to gas safety implied by the Gas Safety (Installation and Use) Regulations, 1998

2.2 Beyond Housing will ensure that measures are established to:

- Prevent the exposure of colleagues, contractors, customers and others to health and safety risks associated with gas and other fossil fuelled installations and appliances, so far as is reasonably practicable.
- Implement an effective management structure which defines clear roles and responsibilities for the management of gas and heating safety.
- Maintain compliance with statutory obligations relating to the management of gas and heating safety.
- Implement systems to effectively plan and manage the delivery of gas and other fossil fuelled heating safety compliance programmes.
- Provide adequate strategic and operational resources to ensure the effective management of gas and heating safety.
- Promote awareness of the risks posed by gas fuelled installations and appliances via the provision of information, instruction and training for all relevant colleagues, customers and other stakeholders
- Employ appropriately trained, qualified, and competent persons to undertake any work upon gas and other fuelled installations and equipment.
- Regularly monitor compliance with statutory obligations and the gas and heating safety management policy

Signed:



Date: 20 December 2022

Rosemary Du Rose, Chief Executive

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### 3.0 Policy objectives, key performance indicators (KPI) and reporting

3.1 The implementation of the gas and heating safety management policy will ensure Beyond Housing meets its statutory obligations in terms of gas and other fuelled heating installations and appliances.

3.2 The objectives of the gas and heating safety management policy are to ensure that:

- Competent ‘responsible persons’ are appointed to take day-to-day responsibility for managing and controlling compliance with statutory obligations for gas and heating safety.
- Organisational roles and responsibilities to support the delivery of the of gas and heating safety programmes are clearly defined.
- Procedures are established detailing specific actions and responsibilities for effective management of gas and heating safety.
- Mechanisms are established to effectively deliver gas and heating safety compliance programmes and maintenance of associated records for domestic and commercial gas and heating installations.
- Robust processes are established to gain access to carry out essential gas and other fuelled safety related inspection and remediation works.
- Processes are established to make sure that any repairs or follow-on works are carried out and associated records are maintained.
- All domestic and non-domestic gas heating installations and appliances are inspected and have a valid LGSC undertaken within a 12-month period.
- All other fossil fuelled heating installations and appliances have a valid safety check undertaken within a 12-month period.
- Domestic gas and other fossil fuelled installations are tested and inspected prior to the commencement of a new tenancy.
- Heating installations and appliances fuelled by renewable energy sources are checked and maintained in accordance with manufactures recommendations.
- Domestic smoke, heat and carbon monoxide detection is tested and inspected on an annual basis.
- Any colleagues or contractors who may undertake work upon gas or fossil fuelled installations or appliances are adequately trained and have the necessary qualifications to be able to undertake the work safely in accordance with statutory obligations.
- Proactive monitoring of contractors appointed to undertake work upon gas and other fossil fuelled installations is undertaken to ensure the performance standards meet regulatory and policy compliance.
- Customer awareness regarding the potential risks from gas installations and appliances is provided via the Beyond Housing website.

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- Regular review of gas and heating safety compliance is undertaken in accordance with Beyond Housing's health and safety reporting framework.
- Periodic auditing the gas and heating safety management policy and supporting gas safety management procedures is undertaken.

- 3.3 The gas and heating safety management policy is applicable to all gas and other fuelled heating installations within all buildings and properties that Beyond Housing has a defined maintenance and repair responsibility for. This includes residential dwellings, communal areas of multiple occupied properties, specialised housing such as sheltered, retirement living, extra care, supported housing and workplaces.
- 3.4 The gas and heating safety management policy covers all equipment that provides space and hot water heating and utilises the following fuel sources:
- Natural gas
  - Liquefied Petroleum Gas (LPG)
  - Oil
  - Solid fuel
  - Air and ground source heat pumps
- 3.5 The board will receive regular updates at each board meeting on the implementation of the gas and heating safety management policy and gas safety performance along with notification of any non-compliance issue which is identified. This is so they have assurance that the policy is operating effectively in practice.
- 3.6 Leadership team will receive monthly reports in respect of gas and heating safety management performance and ensure compliance is being achieved. They will also be notified of any non-compliance issues identified.

KPI	Owner (job role)	Policy objective alignment
100% domestic property LGSR's within 12 months	Director of asset management and sustainability	Compliance with the Gas Safety (Installation and Use) Regulations, 1998 and the requirements of the gas and heating safety management policy

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100% commercial and other property LGSR's within 12 months	Director of asset management and sustainability	Compliance with the Gas Safety (Installation and Use) Regulations, 1998 and the requirements of the gas and heating safety management policy
100% commercial leaseholder LGSR's within 12 months	Director of asset management and sustainability	Compliance with the Gas Safety (Installation and Use) Regulations, 1998 and the requirements of the gas and heating safety management policy
100% domestic property oil safety checks within 12 months	Director of asset management and sustainability	Compliance with the general duties implied by the Health and Safety at Work Act, 1974 and the requirements of the gas and heating safety management policy
100% domestic property solid fuel safety checks within 12 months	Director of asset management and sustainability	Compliance with the general duties implied by the Health and Safety at Work Act, 1974 and the requirements of the gas and heating safety management policy
Compliance sampling of domestic / non-domestic gas and other fossil fuelled heating installations	Health and Safety Manager	Random weekly sample of domestic and commercial LGSR's, oil and solid fuel safety check certificates to provide additional mechanism for determining compliance with statutory obligations. Reported through health and safety framework.
Biennial internal audit of policy and supporting procedures by health and safety team	Health and Safety Manager	Auditing the gas and heating safety management policy, supporting systems and procedures to identify areas of strength and areas for improvement.
Biennial (internal audit) of policy and supporting procedures by an external auditor	Risk Manager	Auditing the gas and heating safety management policy, supporting systems and procedures to Identify levels of assurance and potential risks.

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## 4.0 Definitions

- 4.1 **Fossil fuels** are non-renewable energy sources which were formed as a result of geologic processes acting on the remains of organic matter produced by photosynthesis. Fossil fuels include natural gas, oil and coal. Due to their origin fossil fuels have high carbon content.
- 4.2 **Liquefied Petroleum Gas (LPG)** is a clean-burning, low carbon fossil fuel. LPG can be considered a green form of energy because compared to other fuels used for home heating, LPG emits no soot and produces low levels of carbon dioxide.
- 4.3 **Landlord Gas Safety Check (LGSC)** is a statutory check on all gas and LPG fuelled appliances and flues contained within a property. This check must be undertaken on an annual basis in accordance with the requirements of the regulation 26.9 of the Gas Safety (Installation and Use) Regulations, 1998.
- 4.4 **Landlord Gas Safety Record (LGSR)** is a statutory document required by Regulation 36 of the gas safety (Installation and Use) Regulations 1998 which details of all the checks that have been carried out on gas appliances and flues contained within a property including any defects identified. Landlords have the obligation to provide a copy of the LGSR to tenants within 28 days of the safety check being carried out.
- 4.5 **Oil safety check record** is a formal record of inspection undertaken on oil fuelled installations and appliances
- 4.6 **Solid fuel safety check record** is a formal record of inspection undertaken on solid fuelled installations and appliances
- 4.7 **Carbon Monoxide (CO)** is a toxic, colourless, odourless, and tasteless gas that is slightly less dense than air and is a product of the incomplete combustion of fossil fuelled and LPG appliances.
- 4.8 **Renewable energy sources** provide energy that comes from a source that cannot be exhausted. They are natural and self-replenishing, and usually have a low-or zero-carbon footprint. Examples of heating installations that are powered by renewable energy sources include air and ground source heat pumps and solar thermal.
- 4.9 **Mutual Exchange** is where two tenants swap each other's property and tenancy. The tenancy does not legally end. Practically it means both tenants must move out of their property and into the new one on the same day.

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4.10 **Immediate Re-let** is where a tenancy ends on the Sunday and a new tenant moves in on the Monday. Practically the outgoing tenant has until 12 noon on the Monday to vacate the property.

## 5.0 Legislative, regulatory and strategic alignment

5.1 Implementation of the gas and heating safety management policy will ensure Beyond Housing meets its statutory obligations in respect of:

- Health and Safety at Work etc. Act, 1974.
- Gas Safety (Installation and Use) Regulations, 1998
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Building Regulations in England and Wales (Part J, Combustion Appliances and Fuel Storage Systems)
- Landlord and Tenant Act, 1985.
- Housing Act, 2004.
- **Regulatory Standards** - the application of this policy will ensure compliance with the regulatory framework and consumer standards (Home Standard) for social housing in England, which was introduced by Regulator of Social Housing (RSH).

5.2 In addition, the principle approved codes of practice applicable to the gas and heating safety management policy are:

- L56 - Approved Code of Practice - Safety in the installation and use of gas systems and appliances (5th edition 2018)
- INDG285 - 'A guide to landlords' duties: Gas Safety (Installation and Use) Regulations 1998 (as amended) Approved Code of Practice and Guidance (3rd Edition 2018).
- Gas Safe Register's Technical bulletins
- IGEM/G/11 Edition 2 with amendments - Gas industry unsafe situations procedure
- BS5410:1 1997 - Code of Practice for Oil Firing Installations up to 45 kW output capacity for space heating and hot water supply purposes

## 6.0 Responsibilities

6.1 This section defines the overarching management structure and the designated roles and responsibilities for the implementation of the gas and heating safety management across Beyond Housing.

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6.2 The **Chief Executive** has overall responsibility for the management of gas and heating safety management within Beyond Housing and shall:

- Ensure that the gas and heating safety management policy is maintained across Beyond Housing.
- Allocate responsibilities within the senior leadership team to ensure that Beyond Housing effectively discharges its statutory obligations.
- Ensure that adequate resources are made available to administer, co-ordinate and implement the gas and heating safety management policy.
- Ensure gas and heating safety performance is reviewed on a regular basis and reported to the Board.

6.3 The **director of asset management and sustainability** has delegated responsibility to ensure that robust arrangements are established for the management of gas and heating compliance relating to domestic and commercial gas and heating installations. The **director of asset management and sustainability** will ensure that:

- Sufficient departmental resources are available to administer, co-ordinate and implement the gas and heating safety management policy.
- Robust management systems, arrangements and organisational support exist to effectively manage asset information and gas / heating safety compliance programmes.
- Compliance KPI's are established to report and monitor performance.
- Reports regarding the application and performance of the gas and heating safety management policy are prepared and brought to the attention to the Senior Leadership team and the Board on a regular basis via the health and safety reporting framework
- Any issues regarding the effective application of the gas and heating safety management policy are immediately brought to the attention of the Senior Leadership team.

6.4 The **director of property** has delegated responsibility for strategic allocation of operational resources and overall management of the operational teams delivering planned, responsive repair, voids and gas / heating installation and testing works. The **director of property** will ensure that:

- The gas and heating safety management policy is brought to the attention of all **colleagues** under their control.
- Sufficient resources are allocated to deliver planned preventative maintenance, cyclical inspection and remedial works programmes for gas and heating installations and equipment.
- Operational procedures for effective management of all gas and heating related works are developed and implemented.



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- Monitoring mechanisms are established to ensure compliance with operational procedures.
- Arrangements are established to ensure that persons undertaking gas and heating works are suitably qualified.
- Performance against agreed gas and heating safety programmes is regularly reported to the Head of Asset Management.

6.5 The **director of development and regeneration** is responsible for leading development and regeneration activities whilst ensuring compliance with regulatory requirements and corporate policy. The Director of Development and Regeneration will ensure that:

- The gas and heating safety management policy is applied effectively to development and regeneration activities.
- The specification, design and construction of all new gas and heating installations meet statutory requirements.
- All new gas and heating installations are tested and inspected in accordance with statutory obligations prior to handover.
- Mechanisms are established to ensure that new build properties and associated gas and heating compliance records are captured within the housing management system.

6.6 The **asset management team** are responsible collation of asset related data and planning of gas and heating safety compliance and improvement works undertaken within the properties owned or managed by Beyond Housing. The **asset management team** will ensure that:

- Robust mechanisms are established to ensure that the asset information remains accurate and up to date.
- All properties requiring gas or other fuelled safety checks are captured within gas and heating safety compliance programmes.
- Programmes for gas and other heating remediation works are established.
- Arrangements are established to periodically monitor the delivery of gas and other heating safety related compliance programmes.
- Mechanisms are established for the maintenance of documentation relating to gas and other heating installations, testing, inspection and remedial works.
- Any incidents or significant issues which pose a potential risk of injury or statutory non-compliance are reported to the health and safety team.

6.7 The **compliance operations team** is managed by the gas and electrical manager and are responsible for leading and managing operational teams to deliver cyclical gas and heating safety checks, planned and responsive work associated with gas and other fuelled heating installations and appliances. The **compliance operations team** will:

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- Ensure that all relevant **colleagues** are made aware of the requirements of the gas and heating safety management policy.
- Develop, implement and review procedures to ensure the robust management and delivery of cyclical, planned and responsive gas and heating works.
- Ensure that access management arrangements are established and implemented to enable gas and heating compliance programmes to be delivered.
- Ensure that colleagues and contractors appointed to undertake gas and heating works hold the relevant qualifications and accreditations.
- Monitor the performance of appointed contractors on a regular basis and report performance against determined targets to the **director of property**.
- Regularly report performance against gas and heating safety compliance programmes to the **director of property**.
- Escalate incidents or significant issues, which pose a potential risk of non-compliance or the safety of persons to the **health and safety team**.
- Ensure that documentation relating to gas and other fuelled heating installation and appliances is suitably audited to verify the content meet statutory obligations.
- Ensure that gas and other fuelled related testing, inspection and remediation documentation is stored within the Electronic Document and Records Management System (Documotive).

6.8 The **Health and Safety team** is responsible for:

- Advising and contributing to the development of gas and heating safety management policies and procedures which could have an impact on gas and heating safety, ensuring that documentation is legislatively compliant.
- Undertaking periodic operational gas and heating safety management audits to ensure that Beyond Housing are compliant with policy, procedures, processes and statutory requirements.
- Providing advice and guidance in relation to the management of gas and heating safety and relevant statutory requirements.
- Ensuring that appropriate gas and heating safety compliance sampling is carried out on a regular basis and the findings reported via the health and safety reporting framework.
- Reviewing and reporting gas and heating safety management performance and compliance via the health and safety reporting framework.

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## 7.0 Policy delivery

### 7.1 Gas and heating safety management arrangements

7.1.1 The following sections of the gas and heating safety management policy detail the Beyond Housing's arrangements for managing and controlling the risks posed by gas and other fossil fuelled installations and equipment.

### 7.2 Domestic and communal gas installations and appliances (including LPG)

7.2.1 The Gas Safety (Installation and Use) Regulations 1998 (GSIUR) impose duties on landlords to protect tenants' safety in their homes with respect to gas safety.

7.2.2 Beyond Housing will ensure that each domestic, commercial or other property containing gas installations and appliances will have a LGSC undertaken which will be accompanied by a LGSR that has a completion date not more than 12 months following the completion date of the previous LGSR. This will be delivered via an established programme based upon a 10-month cycle (as per the changes introduced in April 2018 to Part F, Regulation 36 (3) of GSIUR) to enable flexibility and minimise the potential risks associated with no access.

7.2.3 Copies of all LGSRs will be provided to customers, or displayed in a common area where necessary, within 28 days of completion.

7.2.4 In the instance that a property becomes void the gas supply will be isolated (capped) to reduce the risk from potential gas leaks due to deterioration of appliance or damage caused by vandalism.

7.2.5 Gas supplies to all new build properties will be capped at handover if the new tenancy does not occur from the point of handover.

7.2.6 Beyond Housing will ensure that gas safety checks are undertaken prior to, or immediately following the commencement of any new tenancy (void or new build properties), mutual exchange and/or immediate relet.

7.2.7 Beyond Housing will undertake a gas safety check following any new gas appliance installation. The safety check will include a gas tightness test of the gas installation pipework, a visual inspection of the meter installation and a visual inspection including the safe working operation on all other gas appliances and associated flues within a property.

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- 7.2.8 Beyond Housing will undertake a visual check of all tenant owned appliances. This includes a visual safety check for gas cookers and gas fires. Where appliances are found to be faulty the supply to the appliance will be capped off by the gas engineer until such time it can be deemed safe.
- 7.2.9 Beyond housing will remove any open flued gas appliances identified in any rooms that are being used as bedrooms.
- 7.2.10 Beyond Housing will prohibit the installation of gas cooking appliances in flats, apartments or multiple occupied premises whereby residents have self-contained dwellings. Gas cooker points will be capped when properties become void. Note: This will be done on an individual assessment basis, and only when the electrical installation has the load capacity to accommodate the installation of an electric cooker.
- 7.2.11 Beyond Housing will refuse permission for the installation of all gas fires on the grounds of safety and economics including the enforcement for the removal of any installations installed without permission.
- 7.2.12 Beyond Housing will remove gas fires in occupied properties when they become uneconomical to repair in order to remove the risk of carbon monoxide poisoning and associated costs with on-going maintenance.
- 7.2.13 Beyond Housing will remove gas fires in all void properties or before a property is mutually exchanged to remove the risk of carbon monoxide poisoning and associated costs with on-going maintenance.
- 7.2.14 Where a property's gas supply has been capped at the customer's request, an annual LGSC will be undertaken to ensure that the installation remains in a safe condition.
- 7.2.15 Beyond Housing will ensure that the risks to customers who have chosen for personal reasons not to use the gas supply in the property are assessed to determine the potential impact upon the customers wellbeing.
- 7.2.16 Access to domestic properties for essential gas/heating safety related inspection and remediation works will be managed in line with a documented access procedure. All reasonable and practicable efforts will be made to gain access to complete the LGSC before the expiration date, with a full and detailed audit trail maintained. This process will include the option to use legal methods to gain access.

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7.2.17 Beyond Housing will have a robust process in place to gain access to properties where customer vulnerability issues are known or identified to ensure that statutory obligations are discharged whilst safeguarding the wellbeing of the customer.

7.2.18 Beyond Housing will prohibit the use of LPG flueless gas fires and heaters, LPG stoves, bio ethanol and other bottled gas appliances. In the instance that such an appliance is encountered, Beyond Housing will seek to enforce removal.

### 7.3 Solid fuel installations and appliances

7.3.1 Although there is no specific legal obligation to undertake safety checks on solid fuel appliances Beyond Housing recognises the risk posed by solid fuel installations and acknowledges its general responsibilities to non-employees under the Health and Safety at Work Act.

7.3.2 Beyond Housing will ensure that a safety check is undertaken on all solid fuel appliances and flues are inspected and maintained on an annual basis. Where solid fuel appliances include a chimney Beyond Housing will ensure that these are swept at least biannually.

7.3.3 Beyond Housing will carry out a solid fuel safety check and as applicable, ensure that a chimney is swept prior to the commencement of each new tenancy, where a solid fuel heating appliance cannot be replaced with a gas or electric powered appliance.

7.3.4 Beyond Housing will remove any solid fuel appliances in all void properties or before a property is mutually exchanged where there is an alternative source of heating.

7.3.5 Beyond Housing will seek to remove solid fuel appliances in occupied properties where it is a secondary appliance and when they become uneconomical to repair to remove the risk of carbon monoxide poisoning and associated costs with on-going maintenance.

7.3.6 Beyond Housing will refuse permission for the installation of new solid fuel burning appliances on the grounds of safety, economics and public nuisance. In the instance that a solid fuel appliance has been installed without permission, Beyond Housing will seek to enforce removal of the appliance where there is an alternative source of heating.

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## 7.4 Oil fuel installations and appliances

- 7.4.1 Similar to solid fuel appliances there is no specific legal obligation to carry out safety checks on oil fuelled appliances, however, Part J of the Building Regulations and BS 5410: Part 1 requires oil fired appliances and equipment to be serviced periodically in accordance with the manufacturer's instructions.
- 7.4.2 Beyond Housing will ensure that oil fired appliances, flues and oil tanks are inspected, checked and serviced on an annual basis.
- 7.4.3 Beyond Housing will ensure that an oil safety check is conducted prior to the commencement of each new tenancy.

## 7.5 Properties managed by commercial leaseholders

- 7.5.1 Beyond Housing will ensure records are maintained of valid LGSR's where properties are managed by commercial leaseholders. These properties will be included on the gas safety inspection and testing programme, so a new LGSR can be requested from the commercial leaseholder or managing agent prior to the existing one expiring.
- 7.5.2 If the commercial leaseholder fails to conduct the gas safety check, Beyond Housing will carry out the test and re-charge the cost of this work.

## 7.6 Defects and remedial work

- 7.6.1 Beyond Housing will ensure there is a robust process in place for the management of any defects and/or remedial works required following the completion of gas, LPG, oil or solid fuelled safety checks.
- 7.6.2 A safety check will be undertaken on completion of any repair and/or refurbishment works to occupied or void properties where works may have affected any gas or other fossil fuelled fittings, appliances, or flues.

## 7.7 Renewable energy heating installations and appliances

- 7.7.1 Beyond Housing will ensure that all heating installations and appliances fuelled by renewable energy sources are serviced and maintained in accordance with manufacturers recommendations.

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## 7.8 Smoke, heat and carbon monoxide alarms

- 7.8.1 Beyond Housing will install Carbon Monoxide Alarms in all properties with fossil fuel burning appliances such as gas, solid fuel, Oil, open flued and flueless gas appliances; and situations which have been risk assessed due to concerns about the potential migration of CO from a neighbouring property.
- 7.8.2 Beyond Housing will test hard-wired smoke/heat detectors and carbon monoxide alarms as part of the annual gas safety check visit.
- 7.8.3 Properties that are not included on the gas safety programme will have the smoke, heat and carbon monoxide alarms tested on a separate electrical safety compliance programme.
- 7.8.4 Any detectors which are found to be defective or are within 1 year of the manufacturer's replacement date will be replaced.

## 7.9 Gas and heating safety management systems and record keeping

- 7.9.1 Beyond Housing will implement a robust process to deal with all changes to its property portfolio, including new property acquisitions, disposals and stock transfers, in order to ensure that properties are not omitted from the gas and heating safety compliance programmes and to ensure the gas and other fossil fuelled heating safety inspection programmes remain valid and up to date.
- 7.9.2 Data pertaining to the current property portfolio will be held within the electronic housing management system (Orchard) and the gas and heating safety compliance programmes will be driven from the asset management system (Pro master).
- 7.9.3 Beyond Housing will hold accurate and up to date records against each property it owns and/or manages, identifying when the gas and heating installation was last inspected and tested. Inspection and re-inspection dates will be held electronically within the asset management system.
- 7.9.4 Beyond Housing will ensure that all safety check record and documentation relating to warning notices and associated remedial works is maintained. All records and documentation will be stored within the electronic document and record management system (Documotive). All certification and records will be maintained indefinitely.

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## 7.10 Gas and heating safety management procedures

7.10.1 Beyond Housing's asset management and operational gas services team have developed management and operational procedures which are detailed in appendix 1. These procedures support the policy and detail the specific arrangements for the management of gas and heating safety and roles and responsibilities.

## 7.11 Approved contractors

7.11.1 All installation and periodic safety check works required to be undertaken to Beyond Housing's property portfolio or appliances within, will be conducted by Beyond Housing's gas operational services team or an appointed contractor who are approved via the Beyond Housing select list of contractor's procedure.

7.11.2 Beyond Housing will ensure that only suitably competent Gas Safe accredited contractors are procured and appointed to undertake works to gas/LPG fittings, appliances and flues.

7.11.3 Beyond Housing will ensure that where applicable, only suitably competent Oil Firing Technical Association (OFTEC) and/or Heating Equipment & Testing Approval Scheme (HETAS)<sup>1</sup> accredited contractors are procured and appointed to undertake works to oil fired and solid fuel fittings, appliances and flues.

7.11.4 The operational team with responsibility for delivery will check the relevant qualifications of external contractors to ensure that all persons are appropriately qualified and accredited for the work that they are undertaking. These checks will be undertaken on an annual basis and evidenced.

7.11.5 Beyond Housing will carry out regular site audits of appointed gas and heating contractors to ensure that performance standards meet regulatory and policy compliance during works.

7.11.6 Regular contract meetings will be held with all external contractors to review and monitor key performance indicators.

## 7.12 Information, instruction and training

7.12.1 Beyond Housing will ensure that all colleagues required to undertake works upon gas and LPG installations or appliances maintain Gas Safe accreditation for all areas of gas/LPG works that they undertake.



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7.12.2 The operational team with responsibility for delivery of gas and heating safety related programmes will monitor the relevant qualifications of colleagues to ensure that all persons are appropriately qualified and accredited for the work that they are undertaking.

### 7.13 Information for customers

7.13.1 Beyond Housing will ensure that copies of all LGSRs are provided to customers within 28 days of completion.

7.13.2 To ensure that customers are aware of the risks posed by gas and solid fuel appliances, Beyond Housing will publicise information relating to gas and heating safety, via our website.

## 8.0 Consultation

8.1 This policy has been created with a multi-disciplinary team from across the Beyond Housing business include feedback from asset management, property, development and health and safety. Furthermore, impact assessments have been completed looking at data governance, equality, diversity and inclusion and considering the impact against the customer experience framework. Consequently, this feedback has helped shape the delivery of the policy and will be used to help inform underpinning procedures.

## 9.0 Approval and revision

9.1 This policy will be subject to a review every three years or in the instance that:

- Changes to existing or the introduction of new legislation
- Changes to existing or the introduction of new Approved Codes of Practice / guidance
- Changes to the Beyond Housing's organisational structure
- Results of monitoring or audit findings which suggest that a review may be required
- The findings of a major incident investigation
- A request by the enforcing authorities (Health & Safety Executive, Fire and Rescue Service).

9.2 It will be the responsibility of the **director of governance and business assurance** to:

- Assess any request for the review of the policy and associated procedures
- Consult with stakeholders regarding the proposed changes
- Undertake a review and update the policy and procedures as required

Gas and heating safety management policy	
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- Retain records of changes to the policy and procedures for future reference and audit as required.

Approval and revision Criteria	Information
Document written by:	Paul Teece
Document approved by:	Paul Smith
Version No.	6.0

Version no	Revision date	Reason for revision
6	November 2022	Policy migrated to new format, roles and responsibilities updated to reflect current structure, policy delivery arrangements outlined and details of procedures added as appendices.
6.1	April 2023	Amended to reflect change of job titles to director of assets and sustainability and director of property

## Appendix 1 – Supporting Procedures

### Asset management

Reference	Procedure	Procedure owner
AM-PR-006	Asset Compliance Servicing Data Reconciliation Procedure	Head of Asset management

### Property – gas services team

Reference	Procedure	Procedure owner
CP 007 01 0.22	Gas Safety Check Procedure	Director of Property
MO-PR-022	Gas Cap Procedure	Director of Property
PO PR 002 01	Gas and Heating Repair Procedure	Director of Property
PO PR 001 003	Gas Quality assurance - Quality control procedure	Director of Property

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MO-PR-015 02	Landlord Gas Safety Check Access Procedure	Director of Property
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### Health and safety

Reference	Procedure	Procedure owner
HSP44	Compliance Sampling Procedure	Health and Safety Manager