

## GROUP GAS SAFETY POLICY

### Responsible Officer

Director of Property & New Business - Executive Lead for Landlord Health and Safety.

### Aim of the Policy

This policy outlines our group approach to managing gas safety in properties we own and manage.

It ensures we:

- Comply with our legal duties relating to gas safety;
- Take reasonable steps to prevent our residents, employees, contractors and others being affected by the associated risks with leakage of natural gas and Carbon Monoxide.

This policy links to Phoenix's overall vision *'To work together to build a better future for our Phoenix Community'*.

### Policy Scope

This policy covers all Gas appliances and pipework, other than appliances, distribution pipework or Gas meters belonging to lessee properties. It also does not cover Gas pipework belonging to the Gas provider.

### The Policy Statement

Gas Safety Checks are a key risk area for registered providers (RPs). All properties with gas are required to have an annual gas safety check evidenced via the Landlord's Gas Safety Record (LGSR) to ensure that gas supplies and appliances are safe for continued use. RPs must ensure that they accurately identify all properties with gas components to ensure appropriate safety arrangements are put in place to be undertaken annually.

Phoenix fulfils its obligations by being committed to taking all reasonable steps to protect its residents, employees, contractors and others affected by its work activities from the effects of gas escapes and carbon monoxide leaks within its buildings.

We will implement arrangements for the management of gas safety that comply with our statutory duties. Where reasonably practicable, we will provide detection to alert residents to unsafe levels of carbon monoxide and explore initiatives to reduce the carbon footprint in our properties.

We will provide residents with information about the steps to take in the event of leakage of Natural Gas and/or Carbon Monoxide, to ensure they are safe, and feel safe, in their homes.

We are committed to engaging with residents and stakeholders and will use a range of communication methods to consult with, listen to and promote awareness towards gas safety and carbon monoxide.

## The Policy

### 1.0 Responsibilities

We recognise the importance of clearly defined responsibilities with commitment at all levels of our organisation including Board, Executive Team, Senior Managers, Team Members and Contractors we work with.

We will ensure these responsibilities are documented, embedded and demonstrated by means of a golden thread of leadership and commitment from senior management to employees through to engagement with its residents and contractors.

All members of staff are expected to follow this policy and associated procedures in relation to Gas Safety.

### 1.1 Levels of accountability

- The Board has a role in providing gas safety leadership and ensuring Board decisions reflect the intention of the gas safety policy;
- The Board and the Chief Executive delegate responsibility for achieving its gas management objectives to the Director of Property and New Business;
- The Director of Property and New Business is accountable for ensuring that Phoenix fulfils its legal obligations regarding the implementation of the gas safety policy and ensuring that adequate resources and support are made available to deliver against the arrangements for the management of gas safety. The operational lead for gas safety is the Head of Safety and Compliance Services;
- The Executive Team assists the Board and Chief Executive in fulfilling their responsibilities and have extensive safety responsibilities of their own within their directorates;
- Heads of Service and Senior Managers are responsible for driving and delivering compliance with the gas safety policy and supporting procedures within their service areas;
- Every employee must ensure they are aware of and follow the gas safety policy and procedures. They will inform their managers of any concerns and contribute to the development of a positive gas safety culture throughout Phoenix;
- Residents and stakeholders also have a vital role to play in making sure the buildings they live in or use are safe. Through positive engagement with residents and stakeholders will be encouraged to take an active interest in gas safety at Phoenix;
- Contractors and subcontractors must comply with the arrangements of this policy and demonstrate competency in the management of their work activities, in relation to gas safety.

## **Arrangements for Management of Gas Safety**

### **1.2 Co-operation and Co-ordination in shared buildings**

In any shared premises or buildings, we will ensure that all stakeholders and Responsible Person(s) are:

- Informed of any identified 'risks' which may affect the safety of its employees along with remedial action to control or reduce the risks.
- Provided with a copy of the gas safety certificate and any warning notices.

## **2.0 Gas Safety Checks**

### **2.1 Gas Safety Check Programme**

We will undertake a robust gas safety inspection programme that is compliant with current legislation, relevant industry standards and best practice.

### **2.2 Frequency of checks**

We will ensure a Gas Safety Check and LGSR (when required) are carried out as follows:

- Occupied Properties – Once every 12 months adopting the MOT style approach;
- When a property becomes void (empty), decanted for demolition or purchased for repair – the gas meter will be capped and a Safety Certificate will be issued (LGSR not required);
- When a property is reoccupied;
- When a Mutual Exchange takes place;
- When a property requires recommission after the report of a gas escape or activation of a carbon monoxide alarm (LGSR not required);
- When a new gas boiler or new gas pipework is installed (LGSR not required);
- When reinstating a gas supply that has been previously shut off by us or the gas transportation network (LGSR not required).

### **2.3 Gas Safety Data Management**

We will:

- Ensure LGSR's are issued to residents within 28 days of the gas safety check being completed;
- Landlord Gas Safety Records will be electronically stored and we will ensure robust processes and controls are in place to provide and maintain appropriate levels of security for all gas safety related data;
- Retain Landlord Gas Safety Records for a minimum of two years.

## **2.4 Contractors**

We will ensure:

- All contractors who are procured and appointed to work on gas appliances, gas installation or gas pipework within our buildings are appropriately trained, qualified and are registered to Gas Safe;
- There is a process in place to check an engineer's qualification and registrations with Gas Safe before allowing them to work in our buildings.

## **3.0 Access**

### **3.1 Appointments**

We will:

- Take reasonable steps to gain access to our properties so we can carry out our legal duties in relation to gas safety.
- Make reasonable attempts to access our properties.
- Take reasonable steps to communicate appointments with residents.
- Take into account the needs of residents that are 'at risk' when attempting to gain access.

### **3.2 Forced Entry**

Following at least three no access visits, we will use either the Environmental Protection Act 1990, or an Injunction Order to force entry into properties where residents are not providing access.

### **3.3 Cost Recovery**

We will look to recover legal fees from residents incurred following the forced entry procedure.

### **3.4 Incident Management**

We will ensure we have a procedure in place to deal with any gas escape or carbon monoxide leakage situation.

### **3.5 Carbon Monoxide Investigation**

When a tenant reports the activation of a carbon monoxide alarm within their property, we will:

- Ensure the property is made safe as soon as possible by switching of the gas supply;
- Undertake a carbon monoxide investigation;
- Disconnect any appliances found to be emitting unsafe levels of carbon monoxide.

## **4.0 Appliances**

### **4.1 Unsafe Gas Appliances**

- Any unsafe gas appliance will be disconnected from the gas supply and issued with a warning notice;
- Residents will be asked to read and sign the warning notice to ensure the contents is understood;
- Permission will be sort from the resident, before disconnecting any appliance an engineer considers to be at risk;
- Any appliance considered to be immediately dangerous will be disconnected if permission given, if not, we will refer to SGN (Southern Gas Networks).

### **4.2 Residents' own appliances**

We will:

- Carry out a visual inspection of the tenant's own appliances during the gas safety check;
- Record the tenant's own appliances on the Landlord's Gas Safety Certificate;
- Disconnect the tenant's appliances if we believe them to be immediately dangerous;
- With the tenant's permission, any appliance believed to be at risk will be turned off.

### **4.3 New Appliances**

We will ensure:

- A specification is in place for the installation of new boilers;
- All new boiler installations undergo a third party quality inspection;
- All new boilers are registered for the manufacturer's warranty;
- All new boiler installations are registered with building control.

### **4.4 Gas Fires**

- We will not allow the installation of flueless gas fires into any of our properties and aim to reduce the number of open flue gas appliances in our tenanted properties;
- When a gas fire owned by us reaches a state where it is beyond economical repair it will be isolated. The dwelling will be provided with a controllable form of central heating, but the gas fire will not be replaced with any other form of heating.

## **5.0 Residents' Responsibilities**

### **5.1 Access**

- Residents are responsible for providing access to their homes for a gas safety check when reasonable notice is given;
- Residents are responsible for making reasonable access arrangements if an appointment is not appropriate;
- Residents are responsible for ensuring operatives have safe access to all gas appliances, gas meters and gas pipework.

### **5.1 Residents own appliances**

Residents are responsible for ensuring their own gas appliances are:

- Installed by an appropriately qualified person;
- Serviced and maintained by an appropriately qualified person.

## **6.0 Quality Assurance**

### **6.1 Quality Inspections**

We will:

- Undertake quality inspections to 5% of all gas servicing and safety check work;
- Employ a third party contractor to undertake quality inspections;
- Keep record of all quality assurance inspections;
- Act upon any non-conformities reported in the quality inspections.

### **6.2 New Installations for New Build Properties**

We will:

- Require any contractor to submit all associated certification when completing the installation of gas appliances;
- Instruct a third party contractor to quality inspect all new boiler installations;
- Phoenix will not release payment for new installations until all non-conformities identified at post inspect stage have been resolved.

## **7.0 Communication and information**

We are committed to engaging with residents and stakeholders and will use a range of communication methods to consult with, listen to and promote awareness of gas safety.

We will:

- Develop a Health and Safety communications plan to promote awareness of gas and carbon monoxide safety;

- Communicate and make residents aware of gas safety within their home through the Tenant's Handbook and website;
- Ensure residents are aware of the appropriate action to be taken in the event of a gas escape or carbon monoxide leak.

## Monitoring and review

We will:

- Undertake monthly active monitoring of our policy arrangements and procedural operations of management of gas safety at a team level;
- Report quarterly to the Health and Safety Committee, Audit Committee and the Board on gas safety key performance indicators;
- Undertake annual third party audits of gas safety management and report the findings to the Audit Committee.

## Policy Review

We will review this policy every three years or sooner if there are changes to legislation, good practice or other learning.

## Legislation

Our statutory, non-statutory and regulatory gas safety responsibilities are included in the following:

- Defective Premises Act 1972
- The Health and Safety at Work Act 1974
- Landlord and Tenant Act 1985
- Housing Act 1988
- Environmental Protection Act 1990
- Workplace (Health, Safety and Welfare) Regulations 1992
- Gas Appliances (Safety) Regulation 1995
- Pipelines Safety Regulation 1996
- Provisions and Use of Work Equipment Regulation 1998
- The Gas Safety (Installation and Use) Regulations 1998
- Management of Health and Safety at Work Act 1999
- Dangerous Substance and Explosive Atmospheres Regulations 2002
- Housing Health and Safety Rating System – Housing Act 2004
- The Smoke and Carbon Monoxide Alarm (England) Regulation 2005
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Homes (Fitness for Human Habitation) Act 2018
- Data Protection Act 2018
- Building Safety Bill 2021.

## Associated documents, associated policies and procedures

Including:

- Phoenix Standards
- Health and Safety Policy
- Group Asbestos Policy
- Mutual Exchange Policy
- Translation and Interpretation Policy
- Responsive Repairs Policy
- Recharges to Tenants Policy
- Gas Safety Procedure
- Voids Policy
- Group Fire Safety Policy
- Procurement Policy, Strategy and Toolkit
- Tenants Handbook
- Contractors, Suppliers and Service Providers Charter
- Asset Management Strategy
- Tenancy / Lease Agreement
- Supporting Residents 'At Risk' Policy

## Definitions

Term/acronym	Description
Resident	Includes residents, freeholders, shared owners and lessees.
Phoenix	Phoenix Community Housing.
We/us/our	Refers to Phoenix Community Housing
You/your	Refers to Phoenix residents and lessees
LGSR	Landlord Gas Safety Record



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