

# GAS AND HEATING SAFETY POLICY

May 2025

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# 1 Introduction

The Health and Safety of our tenants, leaseholders, visitors, staff and contractors is of paramount importance to Haringey Council.

We take our legal obligations and the responsibilities we have to our tenants, leaseholders, staff and contractors who live in or use our council housing to protect against gas and heating hazards very seriously.

This policy outlines the Council's strong commitment for achieving suitable and sufficient measures for gas and heating safety in our council housing, in accordance with current legislation.

This policy applies to all the Council's housing stock in our role as landlord and to all employees involved with the management and maintenance of housing services including contractors or visitors to buildings for the purpose of carrying out their work duties.

When we use the terms 'we', 'our', and 'us' we mean Haringey Council in this policy.

The delivery of this policy forms an integral part of our wider council corporate commitment to create and maintain a health and safety culture amongst our staff and contractors as outlined in our Corporate Health, Safety and Wellbeing Statement and Policy.

## 2 Aim of the policy

This policy aims to ensure that we have the relevant measures in place to comply with our legal and regulatory gas and carbon monoxide safety obligations.

This includes but is not limited to the Gas Safety (Installation and Use) Regulations 1998 as amended, the Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 and the Dangerous Substances Explosive Atmospheres Regulations (DSEAR) 2022.

It covers all gas installations, any flue or chimney connected to a gas appliance installation, any associated carbon monoxide alarms, solid fuel appliances (e.g. log burners), renewable energy heating systems (e.g. heat pumps) and oil-fired heating systems within our council housing.

This policy sets out how we will:

- Ensure compliance with our legal and statutory requirements.
- Deliver suitable and sufficient measures for gas and heating safety in our council housing
- As far as is reasonably possible ensure that gas and carbon monoxide risks in our council housing are minimised for our tenants, leaseholders, visitors, staff, and contractors including the installation of carbon monoxide alarms
- Ensure that all gas and carbon monoxide equipment on our Council housing estate is regularly maintained, and records kept in line with legal requirements. This includes cyclical servicing and inspections of gas installations.
- Take all reasonably practicable steps to prevent use of damaged and/or faulty heating equipment which could result in exposure to leakage of fumes, fire or explosion and the loss of heat or hot water

- Ensure that all the gas and heating systems within our council housing are properly managed and operate safely annually
- Ensure that all gas installations, maintenance and inspection work is carried out by competent, qualified and registered engineers with the appropriate authority.
- Replace new heating systems in line with our climate change action plan
- Aim where to ensure best practice and continual improvement.

## 3 Key roles and responsibilities

### 3.1 The Cabinet

Has overall responsibility for ensuring:

- The gas and heating safety policy is delivered to ensure full and continuing compliance with the regulatory standards, legislation and approved codes of practice.
- Suitable arrangements for gas and heating safety are communicated, maintained, and reviewed whenever legislative changes, lessons learnt from incidents, changes in technology, changes in guidance's or other circumstances deem it necessary.
- Sufficient numbers of competent staff are employed to meet the Council's statutory responsibilities.

### 3.2 Chief Executive

The Chief Executive will ensure that suitable arrangements and adequate resources are in place for their management team to deliver gas and heating safety measures.

### 3.3 Directors and Assistant Directors

Will assist the Chief Executive in the following:

- Ensuring continuous improvement through reviewing the safety performance and the safety management systems within their directorate.
- Ensuring gas safety issues are prioritised and adequately resourced.
- Ensuring statutory provisions are complied with and best practices is adopted in all work activities where possible.
- Reporting safety performance to our Corporate Leadership Team.
- Promoting a culture of safety risk awareness and responsibility at all levels across the organisation
- Ensuring sufficient, suitable, and appropriate skills, qualifications and training are in place through recruitment, retention and procurement policies and processes.
- Maintaining gas and other heating systems and appliances that are safe to use
- Selecting and instructing competent persons to undertake inspections and works
- Ensuring that the gas and heating installations are examined at statutory intervals (and at least every 12 months) or in accordance with manufacturer's requirements.
- Monitoring the remedy of any defects
- Ensuring that all documentation complies with the Regulations
- Record keeping.

### 3.4 The Heads of Services

Have delegated duties and responsibilities for the management of gas inspection & maintenance.

### 3.5 Managers, Supervisors and Competent Person(s)

Must ensure that this policy and all relevant processes and procedures are implemented as they have been planned to be. In particular, they must maintain the required level of qualification and certification for their role, (e.g., gas safe registration) and ensure that staff and contractors under their control are competent and familiar with the impact of gas safety in their day-to-day roles.

### 3.6 All employees

Are responsible for ensuring that they are familiar with and act in accordance with this policy and all agreed gas safety processes and procedures ensuring that they are implemented as they have been planned to be in their job and task descriptions.

### 3.7 Contractors

Are required to report any gas safety concerns when instructed to work on our managed premises. They are also required to be competent and ensure that the safety of buildings is maintained during, and as a result of, all works for which they are engaged. They must have the relevant registration of industry governing bodies.

## 4 Our approach to managing gas and heating safety

### 4.1 Testing, repairs and maintenance

We will conduct a programme of annual inspections, testing and maintenance of all gas, renewable energy, and solid fuel heating systems and fixed equipment, including heat interface units within our council housing. This will ensure that they are safe to use and apply as follows:

<b>SAFETY ACTIVITY</b>	<b>FREQUENCY</b>
Landlord Gas Safety Record (LGSR) (Including properties with an active gas supply and no appliances)	Annually
Landlord Gas Safety Record (LGSR) communal heating	In line with manufacturers service regime
Solid fuel Appliances	Annually
Smoke/Carbon Monoxide Detection alarms	Annually
Gas detection systems	Annually
Heating Pressure Vessels	Annually
Communal plant rooms or boiler houses planned preventative maintenance programme	Annually
Heat Pumps	In line with manufacturers service regime
Heating Interface Units	In line with manufacturers service regime

As part of the annual gas safety check (or at void stage) we will check smoke detectors and carbon monoxide alarms are working correctly and fit a new detector and/or alarm if they are faulty or missing.

We will also carry out thorough inspections of our gas supply pipework in our council housing in accordance with the Dangerous Substances and Explosive Atmospheres regulations.

On completion of the gas or heating safety check, service or new installation, we will issue to the tenant a copy of the landlord's gas safety record (LGSR) within 28 days of the check being completed and maintain a copy of the LGSR on file for at least 2 years in accordance with legislative requirements.

We will issue a record of our inspections of solid fuel, oil and renewable energy heating appliances and systems, and supply this to tenants within 28 days of the check being completed.

A safety check will also be conducted on completion of any repair and/or refurbishment works to occupied or void properties where works may have affected any gas fittings, appliances or flues all in accordance with Regulation 8.

We will ensure that there is a robust process in place for the management of immediately dangerous and at-risk situations identified from the gas/heating safety check or heating repair works in line with Gas Industry Unsafe Situations Procedure.

Any open flue gas appliances found in any rooms that are being used as bedrooms or for sleeping will be removed.

## 4.2 Data and records

We will maintain a comprehensive and digital register of all gas appliances, heating systems and related safety alarms in our council housing. This will include details of their inspection and maintenance visits.

Our gas safety team will regularly check this to ensure it matches with our contractor records and their certification, and that a process for additions and deletions to this register is being followed.

We will aim to check our records against the network provider for gas connections in our council housing.

We will maintain a gas service and heating maintenance database which clearly details the property's gas or heating servicing history, records and date next due.

We will undertake an annual review of all "non gas" properties, to ensure accuracy of asset data.

## 4.3 Void Properties and Mutual Exchange

When properties become empty (defined as void), they are subject to a gas tightness test with a Landlord Gas Safety Record (LGSR) issued and the meter capped off at the inlet/emergency service valve. A relevant safety notice will then be applied to the

boiler/installation, whilst the property remains void in accordance with the relevant procedure.

All void and mutual exchange properties are given a gas inspection and test before re-letting.

When a property becomes empty, we will make it as safe as possible by limiting the possible installation of flueless gas appliances in the property.

## 4.4 Gas disconnection

We do not cap/disconnect gas supplies in tenanted properties unless:

- If the property has been abandoned any gas or heating equipment will be decommissioned and isolated from the gas installation.
- If the property is currently empty as a void property
- There are no gas appliances installed in the property.
- There is an immediate health and safety risk e.g. a boiler cannot be repaired, and leaving it connected to the gas supply would pose a risk of gas or carbon monoxide escape

In all the above cases, our contractors will issue the relevant safety notice which explains the safety reasons for disconnecting the appliance.

Decisions to limit or cap a tenant's gas supply to the whole property must be authorised by an Assistant Director within Housing Services for Haringey Council unless there is an immediate danger to property or life.

If this occurs, we will provide temporary electric heaters at the time of capping.

## 4.5 Access

When access to a tenant or leaseholder's home is required, we will make all reasonable attempts to contact them first, including contacting their family and other people they know who may or may not live with them in line with our access for emergencies, safety or welfare policy.

The tenancy and lease agreement set out reasons why we may need to enter properties. It also gives us a contractual right to access the property and explains when access must be provided.

Tenants must allow access to their homes for gas and heating safety purposes in line with their tenancy agreement and our access policy.

An appointment letter for the annual gas safety check will be posted ten months after completion of the previous check. The appointment will be on or around two weeks from the date of the appointment letter and will provide details for rearranging the appointment if the auto generated appointment is inconvenient. A further appointment letter will be sent if the engineer is unable to access and complete the gas safety check.

If tenants refuse access after reasonable requests, we:

- may ask the court for an injunction to allow us access into the property and the tenant to pay our legal fees.
- may obtain a warrant of entry from the Magistrates Court

We will only enter a tenant or leaseholder's home or other property e.g. garages without their permission or a pre-arranged appointment in exceptional circumstances where there is an emergency.

## 4.6 Competent persons

Only suitably competent Gas Safe accredited contractors will undertake works to gas fittings, appliances, and flues.

Only suitably competent HETAS accredited contractors will undertake works to solid fuel fittings, appliances, and flues.

A check will be made to ensure contractors working on our behalf hold the relevant qualifications and accreditations when procured, and thereafter on an annual basis; and will evidence these checks and each contractor's certification appropriately.

The Gas contract and compliance manager will have access to all Gas Safe cards held by Service Providers and their sub-contractors.

## 4.7 Service provision

Our contractors on our behalf will maintain a responsive call-out service 24 hours per day, 365 days a year to all tenants.

Outside of normal working hours, we will offer an emergency repairs and/or make safe service only.

## 4.8 Communication

We will help residents stay safe in their homes through our messaging of gas safety advice and guidance and make efforts to communicate gas and heating safety messages to tenants, leaseholders and their tenants. will also encourage and support tenants to report to us any concerns about gas and heating safety.

We will use the following methods of communication:

- Providing updates through our Homes Zones magazine and ebulletin
- At sign up new tenants are provided with a link to an online tenants handbook (hard copy on request) which includes safety advice
- Information on our [safety for council tenants webpages](#)
- Speaking to residents about gas safety during site visits, on our building safety patrols and through our dedicated building safety management team
- Encouraging residents to report any faulty or damaged detectors
- Communications should gas safety incidents occur.

## 4.9 Vulnerable Council tenants

When we arrange a gas safety check in the home of a vulnerable tenant, we provide our officers or external contractors with clear instructions about any specific requirements for

how that visit should be carried out. This is in line with our vulnerable tenants and leaseholders policy.

This might include but is not limited to:

- instructions about the time of the visit
- the length of time it is likely to take somebody to open the door, the amount of notice required
- the number of staff required for a visit
- the means of communication required
- or instructions about how to behave in the resident's home.

The focus of our instructions is to outline our clear expectations about the behaviour of our officers or contractors carrying out work on our behalf.

Concern Cards are used to notify colleagues in housing management that a resident may be vulnerable and might need additional help or adaptations to access services or sustain their tenancy; or that there are safeguarding concerns.

We actively encourage contractors and officers from services across the Council to raise concerns about vulnerable tenants and leaseholders by using Concern Cards.

## 4.10 Training

We will deliver training on this policy and the procedures that support it, through appropriate methods including team briefings; basic gas and heating safety awareness training.

This will also include on the job training for those delivering the gas programme and heating safety checks, planned maintenance and repair works as part of their role.

All training undertaken by staff will be formally recorded.

## 5 Tenant and leaseholder responsibilities

Tenants should follow any advice given and ensure that they do not operate or interfere with gas-fired appliances in any way which could endanger themselves or other building users.

Tenants should allow access to their home to allow an annual gas safety inspection of their property.

Where no gas is available on the meter the gas engineer may follow relevant procedures to recharge the meter, undertake minimum safety checks and where necessary make any appliance safe until supplies can be reinstated and a full safety check completed.

Tenants or leaseholders should not alter, or install, heating/catering equipment and/or pipework without our express written permission.

Tenants must not keep liquid petroleum gas or other flammable or explosive substances in the home or shared areas or balcony.

Tenants are not allowed to bring gas bottles or pressurised cylinders into our council housing. This is unless it is needed to provide specialist healthcare equipment prescribed and provided by a medical professional such as pressurised oxygen cylinders for home oxygen therapy for tenants with severe respiratory conditions. These should be used in line with the [London Fire Brigade advice](#) on reducing fire risk when using/caring for someone who uses specialist healthcare equipment.

Leaseholders should ensure that their individual gas boilers are regularly maintained and inspected for the safety of all residents and our buildings.

## 6 Legislation, regulations and guidance

### 6.1 Legislation

As the landlord, we will ensure that we carry out this policy in accordance with legal and statutory requirements. The principal legislation and regulations applicable to this policy are as follows:

- Building Regulations 2010 (England and Wales) approved document J.
- Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR)
- Regulations 2022
- Defective Premises Act 1972
- Gas Safety (Management) Regulations 1996 (as amended)
- Gas Safety (Installation and Use) Regulations 1998 (inc. latest amendments)
- Health and Safety at Work Act 1972 and 1974
- Health and Safety (Safety Signs and Signals) Regulations 1996
- Environmental Protection Act 1990
- Homes (Fitness for Human Habitation) Act 2018
- Housing Act 2004
- Landlord and Tenant Act 1985
- Management of Health and Safety at Work Regulations 1999
- Pipelines Safety Regulations 1996
- Provision and Use of Work Equipment Regulations 1998
- Pressure Equipment (Safety) Regulations 2016
- Pressure Systems Safety Regulations 2000
- Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022
- Occupiers' Liability Act 1984
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Construction (Design and Management) Regulations 2015
- Social Housing (Regulation) Act 2023
- Provision and Use of Work Equipment Regulations 1998
- Heat Network Regulations 2014
- Pipelines Safety Regulations 1996
- The Building Regulations in England and Wales
- The Air Quality (Domestic Solid Fuels Standards) (England) Regulations 2020
- Workplace (Health, Safety and Welfare) Regulations 1992

### 6.2 Guidance

The principal guidance and codes of practice applicable to this policy are:

- Approved Code of Practice (ACoP) L56 - 'Safety in the installation and use of gas systems and appliances' (fifth 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).

## 7 Performance monitoring

### 7.1 Audit

Annual internal audits of the management team are carried out by our Health & Safety team against safety management systems, risk assessments and workplace safety.

Audit will as a minimum test for compliance with the regulation, legislation and codes of practice and delivery of this policy through associated procedures. It may also include or separately test for data accuracy in our programming and reporting systems.

The audits will identify any non-compliance issues and make suitable recommendations for improvement.

All agreed recommendations will be implemented within reasonable and, where possible, recommended timescales.

### 7.2 Quality Control and Assurance

We will put in place quality assurance inspections of all management activities to ensure they are being fully and robustly implemented and completed safely.

Where issues of poor performance are identified, we may increase targeted inspections to establish the root cause and required improvement actions.

### 7.3 Monitoring

We will monitor adherence to and effectiveness of this policy and procedures by our staff, contractors, tenants and leaseholders.

We will ensure that such monitoring is sufficient to ensure policies and procedures are effective.

- Through regular reporting to our Building Safety and Compliance Board
- Through monthly contractor meetings.
- Following recommendations from on-site monitoring, audits and/or investigations.
- Resident engagement and analysis of tenant satisfaction data.
- Analysis of quality inspection results.

We will closely monitor the performance of our contractors, with specific focus upon:

- Compliance with gas inspection and maintenance dates.
- Safe working practice, incidents.
- Timeliness of appointments.

- Customer satisfaction and complaints.

## 8 Links to other policies and strategies

This policy links to and should be read together with the following Haringey Council policies and strategies:

Access for Emergencies, Safety or Welfare Policy	<a href="#">Corporate Health, Safety and Wellbeing Statement and Policy</a>
Asbestos Safety Policy	Lift Safety Policy
<a href="#">Building Safety Strategy 2024 - 2028</a>	<a href="#">Responsive Repairs policy</a>
Clear Communal Areas Policy	<a href="#">Vulnerable council tenants and leaseholders policy</a>
<a href="#">Corporate Health, Safety and Wellbeing Statement and Policy</a>	<a href="#">Safeguarding council tenants and leaseholders policy</a>
Electrical Safety Policy	Water Hygiene Policy
Fire and Structural Safety Policy	

## 9 Resident co-design and engagement

**When did you discuss development of this policy with residents?**

At meetings of the Resident Voice Board in September 2024 and February 2025.

**What did they tell you?**

The importance that the policy emphasises the need for leaseholders to ensure that their individual gas boilers are regularly maintained and inspected for the safety of all residents and our buildings.

**How has what residents told us informed development of this policy?**

Section 5 notes the need for leaseholders to regularly maintain and inspect their individual gas boilers for the safety of all residents and our buildings.

## 10 Equalities

The Council has a Public Sector Equality Duty (PSED) under the Equality Act (2010) to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act.
- Advance equality of opportunity between people who share protected characteristics and people who do not.
- Foster good relations between people who share those characteristics and people who do not.

The three parts of the duty apply to the following protected characteristics: age, disability, gender reassignment, pregnancy/maternity, race, religion/fait, sex, and sexual

orientation. Marriage and civil partnership status applies to the first part of the duty.

Although it is not enforced in legislation as a protected characteristic, we treat socioeconomic status as a local protected characteristic.

This policy makes no changes to operational practices. They are being updated to reflect the insourcing of the council housing function. There are no known equality issues with current provision, and it is not anticipated that there will be disproportionate impacts on any protected characteristics, disadvantaged communities or vulnerable residents.

This policy has a section (section 4.9) which details the support provided to vulnerable tenants and leaseholders across housing management and building safety. This summarises and links to the approach outlined in the Council's Vulnerable Tenants and Leaseholders Policy. A comprehensive EQIA was conducted for the Vulnerable Tenants and Leaseholders Policy as part of its approval by Cabinet in July 2024.

## 11 Reviewing the policy

We will review this policy every three years with the next review due in May 2028 unless earlier events or legislation require an earlier update to this policy.