

# Gas Safety Policy

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## 1.0 SCOPE

### Purpose

- 1.1. This document sets out whg's Policy for keeping our customers safe by ensuring we meet our legal and regulatory obligations to carry out an annual gas safety check and responding promptly to any gas emergencies.
- 1.2. These obligations apply to any home or other building where we have a legal obligation as the landlord to ensure gas safety and keep our customers safe.

### Legal and regulatory framework

- 1.3. We must comply with the Health & Safety Executive's 'Gas Safety (Installation and Use) (Amendment) Regulations 2018 (particular regulation 36 that sets out the obligations of landlords), the 'Approved Code of Practice' and associated guidance.
- 1.4. The following legislation or regulations also apply to gas safety and we are required to comply with these:
  - Health and Safety at Work Act 1974 as amended;
  - The Gas Safety (Rights of Entry) Regulations 1996 as amended by the Utilities Act (2000); and
  - Gas Appliances (Safety) Regulations 1995.
- 1.5. The Governance and Financial Viability Standard of the Regulator of Social Housing (RSH) states that Registered Providers, like whg, shall 'adhere to all relevant law'.
- 1.6. The RSH's Home Standard requires Registered Providers to meet all applicable statutory requirements for the health and safety of the occupants in their homes, including gas safety.
- 1.7. Registered Providers are subject to regulatory intervention and enforcement action if found to have caused 'harm or potential harm that may be caused to tenants by a breach of standards', known as 'serious detriment'.

## 2.0 POLICY STATEMENT

- 2.1 We will conform to all relevant legal obligations and regulatory requirements on gas safety in any home or other building where we are the landlord with responsibility for gas safety and keeping our customers safe.

- 2.2 We will ensure compliance with the law and regulations by having comprehensive gas safety procedures, which are externally accredited. We will be flexible (while remaining compliant) where we need to meet the specific needs of customers to keep them safe.
- 2.3 We will ensure arrangements are in place so all homes and other buildings where we have gas safety obligations has an annual gas safety check.

### **Access**

- 2.4 We will take all reasonable attempts to gain access in order to carry out a gas safety check, including using legal remedies not excluding warrants of entry under the Environmental Act 1995. In addition where we have legitimate reason to believe the property has been abandoned we will, where possible, externally cap the gas supply to the property.

### **Gas repairs and emergencies**

- 2.5 We will undertake gas repairs in line with our Repairs Policy.
- 2.6 In the event of being notified about a gas emergency we will follow our emergency gas procedures, which require us to immediately call the national gas emergency number so Cadent can attend to make safe. We will ensure customers remain safe.

## **3.0 PERFORMANCE MEASURES**

- 3.1 We will regularly monitor, audit and report our gas safety performance in line with our performance and risk management frameworks.

## **4.0 MONITOR AND REVIEW**

- 4.1 This Policy will be monitored by the Director of Home Maintenance Services and reviewed every three years by Policy Group.

## **5.0 ASSOCIATED DOCUMENTS, POLICIES AND PROCEDURES**

- 5.1 Documents, policies and procedures associated with this Policy are:
  - Gas Service Access Procedure
  - Health and Safety Policy
  - Data Protection Policy
  - Customer Excellence Policy
  - The Gas Safety (Installation and Use) (Amendment) Regulations 2018
  - The Environmental Act 1995

## Version control

<b>Version</b>	1.2
<b>Document author</b>	Mark Bird, Services and Eco Manager
<b>Document owner</b>	Nigel Harris, Director of Home Maintenance Services
<b>Legal advice</b>	None
<b>Consultation</b>	None
<b>Approved by</b>	Policy Group January 2019
<b>Review Date</b>	July 2022
<b>Corporate Plan aim</b>	Deliver high quality homes and services for our customers
<b>Equality analysis</b>	None
<b>Key changes made</b>	<ul style="list-style-type: none"><li>• Addition of new entry measures for overdue properties i.e. Warrants of Entry and external capping of gas supply to abandoned properties.</li></ul>