

Gas Safety Policy

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.
1.3.	whg are committed to phasing out open flued gas and solid fuel heating appliances and will seek to remove them. An alternative form of heat will be offered that appropriately supplements other forms of heating within the property.
	Carbon Monoxide Alarms
1.4.	whg will ensure that at least one carbon monoxide (CO) detector is installed in every home/room that has a gas appliance installed and that the CO detector is tested annually as part of the gas safety inspection.
	Legal and regulatory framework
1.5.	We must comply with the Health & Safety Executive’s ‘Gas Safety (Installation and Use) (Amendment) Regulations 2018 (particular regulation thirty-six that sets out the obligations of landlords), the ‘Approved Code of Practice’ and associated guidance.
1.6.	The following legislation or regulations also apply to gas safety, and we are required to comply with; <ul style="list-style-type: none"> • Health and Safety at Work Act 1974 as amended. • The Gas Safety (Rights of Entry) Regulations 1996 as amended by the Utilities Act (2000). • Gas Appliances (Safety) Regulations 1995. • The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022.

1.7.	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'
1.8.	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.
1.9.	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.
2.4.	whg has homes that are heated via communal heat networks these are powered by gas, biomass, ground source and air source. We are committed to maintaining and servicing these appliances in line with regulatory standard and in line with these standards we will carry out annual safety checks and an additional interim service.
	Access
2.5.	We will make all reasonable attempts to gain access in order to carry out a gas safety check, including using legal remedies such as applications to the County Court for an injunction to enforce the terms of the tenancy agreement. Where appropriate we will also work with the local authority to seek warrants of entry under the Environmental Act 1995. In addition, where we have evidence, the property has been abandoned, we will, where possible, externally cap the gas supply to the property.
	Gas Repairs and Emergencies
2.6.	We will undertake gas repairs in line with our Repairs Policy.

2.7.	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, and, if required provide temporary accommodation.
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.
3.2	Performance against targets will be reported monthly to the Group Executive and quarterly to the Board. The following Key Performance Indicators are measured and reported on. <ul style="list-style-type: none"> • Homes with a gas safety check (%) • Compliance with gas regulations
4.0	EQUALITY AND DIVERSITY
4.1	An Equality Impact Assessment (EIA) has been undertaken, due to the impact to customers. We ascertained that there were no major factors that required any actions.
5.0	TRAINING AND DISSEMINATION
5.1.	whg will guarantee any contractors/colleagues appointed will hold relevant and up to date qualifications for the activity they will be carrying out. In addition, hold auditable records showing effective checks have been carried out to ensure the competence of any such person(s)
6.0	MONITOR AND REVIEW
6.1	This Policy will be monitored by the Director of Home Maintenance Services and reviewed every three years by the Assets and Investment Panel.
7.0	ASSOCIATED DOCUMENTS, POLICIES AND PROCEDURES
7.1	whg policies, documents, and strategies <ul style="list-style-type: none"> • Gas Service Access Procedure • Health and Safety Policy • Solid Fuel Policy • Tenancy Agreement • Environmental Policy • Equality & Diversity Policy • Repairs Policy • Data Protection Policy • Electrical Safety Policy

	<ul style="list-style-type: none"> • Fire Risk Assessment Policy • Asbestos Policy • Tenancy Agreement • EIA Assessment • Asset Management Strategy
7.2	<p>Legislation, national policy and guidance</p> <ul style="list-style-type: none"> • The Gas Safety (Installation and Use) (Amendment) Regulations 2018 • Gas Industry Unsafe Situations Procedure (GIUSP) – IGEM G/11 – Edition 2 • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) • The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 • The Environmental Act 1995 • Health & Safety at Work Act 1974 • Landlord & Tenant Act 1985 (as amended) • Housing Act 2004 • Compliance with HETAS guidance (solid fuel appliances) • RSH Home Standard • Decent Homes Standard • The Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2007 • Electricity at Work Regulations 1989 • BS-7671: 2019 (wiring regulations) • ISO-14001 Environmental Management System • Homes (Fitness for Human Habitation) Act 2018 • 'Looking after your home' - Repairs and maintenance guide • Water Regulations 1999

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Legal advice	None Required
Consultation	Yes; David Snell – Health & Safety.
Approved by	AIP – July 2025
Review Date	July 2028
Corporate Plan aim	<ul style="list-style-type: none"> • Deliver high quality homes and services for our customers
Equality Assessment	15 th June 2022
Key changes made	<p>Minor changes:</p> <ul style="list-style-type: none"> • Reference – 1.3 Amended Electric suite to alternate form of heating • Reference – 2.4 Addition of paragraph reflecting responsibilities to heat networks/communal heating • Amended Document Owner and Author