Gas and Heating Safety Policy

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Approval Level	Southway Wythenshawe Board
Resident Input	CX Committee
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Linked strategies/policies	Asset Management Strategy Carbon Reduction Strategy Building Safety Policy Fires Safety Policy Health and Safety Policy Repairs and Maintenance Policy Empty Homes Policy Procurement Policy Complaints Policy Data Protection Policy
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1. What this policy is for

1.1 This policy sets out Southway Wythenshawe Homes's commitment to managing gas and heating safety as a landlord and employer. It explains the standards, governance and assurance arrangements used to protect customers, colleagues, contractors, visitors and other people who may be affected by gas installations, appliances, flues and other heating systems.

1.2 We will maintain the gas fittings, flues and heating systems for which we are responsible in a safe condition, complete required safety checks and servicing, and act promptly where a risk or non-compliance is identified.

1.3 The Gas and Heating Safety procedures and delivery controls explain how the commitments in this policy will be put into practice.

2. Who this policy applies to

2.1 This policy applies to Southway Wythenshawe Homes colleagues, Board and committee members, contractors, consultants and suppliers whose work may affect, or be affected by, gas and heating safety. It also protects customers, visitors and members of the public.

Area	Application
Domestic homes	All homes owned or managed by Southway Wythenshawe Homes, including relevant leasehold responsibilities.
Communal and non-domestic premises	Communal areas, offices, community buildings, commercial premises and other workplaces owned or managed by Southway Wythenshawe Homes.
Gas systems	Gas installations, appliances, fittings, meters, pipework, flues and communal gas-fired heating systems for which we have responsibility.
Other heating systems	Ground and air source heat pumps, oil, solid fuel, LPG, biomass, solar thermal, electric

	heating, heat networks, and any other heating systems we provide or manage.
Property activity	Investment, planned and cyclical work, repairs, empty homes activity, new build handover and other work that may affect gas or heating safety.
Leasehold	The leaseholder normally remains responsible for gas safety in sold properties. We may offer a chargeable service.
Properties adjoining a Southway Wythenshawe Homes property with a shared flue	Offer of a free safety check of connected gas appliance.

3. Regulation and Legal Requirements

3.1 This policy supports compliance with the following principal legislation, regulation, standards and recognised guidance.

- Health and Safety at Work etc. Act 1974.
- Gas Safety (Installation and Use) Regulations 1998, as amended, including landlords' duties under regulation 36.
- Gas Safety (Management) Regulations 1996, as amended.
- Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022.
- Management of Health and Safety at Work Regulations 1999.
- Workplace (Health, Safety and Welfare) Regulations 1992.
- Provision and Use of Work Equipment Regulations 1998.
- Pressure Systems Safety Regulations 2000,Pressure Equipment (Safety) Regulations 2016 and Pipelines Safety Regulations 1996.
- Dangerous Substances and Explosive Atmospheres Regulations 2002.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.
- Construction (Design and Management) Regulations 2015.

- Building Regulations 2010.
- Building Safety Act 2022.
- Social Housing (Regulation) Act 2023 and the Regulator of Social Housing consumer standards, including the Safety and Quality Standard.
- Homes (Fitness for Huan Habitation) Act 2018
- UK General Data Protection Regulation and Data Protection Act 2018.
- HSE Approved Code of Practice L56, Safety in the installation and use of gas systems and appliances.
- HSE guidance INDG285, A guide to landlords' duties under the Gas Safety (Installation and Use) Regulations 1998.

3.2 Failure to discharge our responsibilities and obligations could lead to prosecution under:

- Health and Safety at Work Act 1974
- Corporate Manslaughter and Corporate Homicide Act 2007
- Gas Safety Regulations
- Regulatory Judgement from Regulator of Social Housing.

4. Risk Management

4.1 The Board will review the corporate risk register annually and agree the risk appetite for gas and heating safety. The intended risk appetite is Averse, subject to confirmation through the corporate risk process.

4.2 The Audit and Risk Committee will oversee the corporate risks associated with this policy, and the Health and Safety Committee will review detailed implementation and exceptions.

4.3 The specific risk associated with this policy is:

GP2 Failure to meet asset compliance in line with regulatory standards.

4.4 Compliance risks, overdue work, access cases, follow-on repairs, incidents and data-quality exceptions will have named owners, deadlines, interim controls and evidence of closure in an auditable system.

4.5 We will maintain Gas and Heating Safety procedures, effective systems and adequate resources to reduce the risk of non-compliance. Procedures will be reviewed at least annually and sooner after relevant change, or incident.

5. What we will do

Gas servicing and safety checks

- Use competent Gas Safe registered engineers for gas installation, maintenance, servicing and safety checks.
- Complete each required annual gas safety check within 10 to 12 months of the previous check.
- Complete a new gas safety check before an empty or mutual exchange property is re-let, regardless of the previous check date
- Complete an annual health and safety inspection in all homes regardless of heating type and where no gas supply is present.
- Use the annual health and safety inspection to inspect domestic fire doors to flats and gather other property data.
- Inspect and maintain gas fittings and flues in a safe condition and service appliances in line with manufacturer instructions. Where instructions are unavailable, servicing will take place annually unless a Gas Safe registered engineer advises otherwise.
- Safety check customer fitted gas fires and disconnect, label and notify resident if found to be unsafe.
- Repair gas fires if cost is less than £100, or leave disconnected appliance in place, or remove and make good fire opening – plaster finish, ventilation and associated joinery only.
- Visually inspect customers' own gas cooking appliances for gas safety, flue and ventilation concerns in line with the Gas Industry Unsafe Situations Procedure.
- Ensure rooms occupied as sleeping accommodation have no gas fittings such as gas fires or instantaneous water heaters.

- Manage communal and commercial gas systems through suitable inspection, servicing, certification and pressure-system controls.

Records, certificates and alarms

- Provide the latest Landlord's Gas Safety Record to an existing customer within 28 days of the check and to a new customer before occupation. The service will work to a seven-day issue target where practicable.
- Display the latest record in a common area where a communal gas appliance serves multiple homes, where required.
- Check certificates for completeness, retain them in an auditable system and keep gas and heating safety records for at least seven years, unless a longer period is required.
- Install smoke and carbon monoxide alarms in line with legal requirements, annually test them, and repair or replace any faulty alarm within 24 hours of being reported, or as soon as reasonably practicable.
- Provide records to enforcement or regulatory bodies where lawfully required and protect personal data in line with data protection law.

Heating systems, empty homes and new work

- Cap the gas supply to an empty home within 48 hours and reconnect by appointment with the customer.
- Remove gas fires and gas cooker supplies from empty homes and refuse permission for customers to install a gas fire. Customers in high rise accommodation are not permitted to fit any gas appliance within their home.
- Plan boiler and heating replacement through the stock investment programme and consider lower-carbon alternatives in line with the Carbon Reduction Strategy.
- Independently audit new gas installations before occupation or handover and manage reconnection safely.
- Maintain and service non-gas heating systems using competent people and the applicable manufacturer instructions, standards and certification schemes.

Access and customer information

- Take all reasonable steps to gain access for required gas safety checks, servicing and inspections, and health and safety checks. This includes clear notice, recorded contact attempts, tailored support and tenancy enforcement or legal action where necessary.

- Recover from customers reasonable costs of legal action taken to gain access.
- Provide a range of communication such as letters, telephone contact, and offer additional support to customers with support needs, in order to gain access for gas and heating safety visits.
- Explain the importance of gas and heating safety through accessible information, newsletters, the website and other appropriate channels.
- Share information as required under the Social Tenant Access to Information Requirements.

6. Escalation

6.1 Significant non-compliance means a potential legal or regulatory breach, a health and safety risk, or a matter requiring management outside routine processes.

6.2 Operational non-compliance must be reported and escalated as soon as possible and no later than 24 hours after the incident occurs or a colleague becomes aware of it.

6.3 Operational non-compliance must be formally reported to the Executive Director Homes and Property. They will agree corrective action with the relevant gas and building-safety leads and ensure the Executive Board is updated.

6.4 Significant matters will be considered for escalation to the Health and Safety Committee, Audit and Risk Committee and Board.

6.5 For serious non-compliance, the Executive Board and Board will consider disclosure to the Regulator of Social Housing, Health and Safety Executive, Building Safety Regulator or another relevant body.

6.6 Applicable RIDDOR events will be investigated, reported where required and used to identify corrective action and lessons.

6.7 A significant incident, material regulatory change or evidence of control failure will trigger consideration of an early policy review.

7. Quality Assurance

7.1 A programme of third-party quality assurance audits will cover 100% of new gas installations and at least three field checks per gas operative each year.

7.2 Internal assurance will include:

- Desktop review of 50% of Landlord's Gas Safety Records using the approved certificate check,
- 100% review of routine and empty-home gas certificates,
- Two field checks per in-house gas operative each year.

7.3 Gas and heating safety will be subject to an independent compliance audit at least once every two years. This will test legal and regulatory compliance, certificate quality, workmanship, data accuracy, contractor competence, follow-on action and evidence of closure.

7.4 Lessons from incidents, complaints, audits, regulatory activity, customer feedback and performance exceptions will inform improvement.

8. Equality, Diversity and Inclusion

8.1 An Equality Impact Assessment has been completed on 7th October 2026 and its actions are recorded below.

Action	Policy change or control	Owner	Status
[To be completed following EIA]	[To be completed]	[To confirm]	Open

9. Who is responsible

Officer or body	Responsibility
Board	Approve this policy and priorities, oversee implementation, and receive assurance on compliance and risk.

Executive Board	Monitor compliance, resources, significant non-compliance and corrective action.
Health and Safety Committee	Review detailed delivery data, exceptions and corrective action, and report through to the Audit and Risk Committee.
Audit and Risk Committee	Oversee corporate gas and heating safety risk and review assurance reports.
Customer Experience Committee	Review customer impact, engagement and relevant service performance.
Executive Director Homes and Property	Provide strategic oversight, ensure compliance is maintained, act as the Health and Safety Lead under the Social Housing (Regulation) Act 2023, and escalate significant matters.
Head of Assets and Building Safety / Head of Repairs	Lead operational delivery, management and monitoring within their areas of responsibility.
Mechanical and Electrical Manager	Manage gas and heating programmes, records, contractors, certification, follow-on work and day-to-day compliance.
Living Well and customer-facing teams	Support access activity and tailored customer contact, including legal-route preparation where required.
Managers and team leaders	Ensure teams understand this policy and maintain the competence required for their roles.
All colleagues	Follow approved controls, use safety information correctly and report concerns promptly.
Contractors, consultants and suppliers	Meet legal, contract, competence, certification and information requirements and follow approved controls.

10. Competence and Training

10.1 Line managers will ensure mandatory training, registrations and role-specific qualifications remain current for colleagues delivering this policy.

10.2 Board and committee recruitment and development will support the governance skills needed for strategic oversight.

10.3 The Executive Director Homes and Property and relevant senior managers will hold, or work towards, the Chartered Institute of Housing Level 5 Diploma in Housing or an equivalent qualification

10.4 The operational gas lead will hold the Level 4 VRQ in Gas Safety Management or Level 4 VRQ Diploma in Asset and Building Management if not Gas Safe registered and membership of the Association of Gas Safety Managers.

10.5 Gas and LPG work will be undertaken only by Gas Safe registered engineers with appropriate ACS competence. Oil and solid-fuel work will be undertaken by competent OFTEC and/or HETAS contractors.

10.6 Work on heat pumps, solar thermal and biomass systems will be undertaken by appropriately accredited persons, including Microgeneration Certification Scheme accreditation where applicable.

10.7 Electrical heating work will be undertaken by competent NICEIC or equivalent contractors and operatives.

10.8 Technical quality assurance will be undertaken by competent and independent auditors with the relevant gas and electrical competence.

10.9 Contractor qualifications, registrations, accreditation, experience and insurance will be checked during procurement and at least annually thereafter, with evidence retained.

10.10 Training may include formal learning, team meetings, one-to-one meetings, on-the-job training and toolbox talks.

11. Monitoring and Reporting

11.1 We will monitor delivery using agreed indicators and assurance information. This includes, but is not limited to:

Area	**Minimum information**
Programme coverage	Properties and systems by category; included, excluded and not on programme; checks due within 30 days.

Compliance	Valid and in-date Landlord's Gas Safety Records; properties without a valid record; age and reason for each exception.
Follow-on work	Open, completed and overdue repairs or remedial work; priority, interim controls and evidence of closure.
Access	Appointments, unsuccessful access, legal or enforcement stage, tailored support and expected resolution.
Data quality	Certificate validation, reconciliations, exception checks, duplicate or missing records and corrective action.
Incidents and escalation	Significant non-compliance, RIDDOR decisions, investigations, regulatory contact, corrective action and lessons.
Customer experience	Information, support, reasonable adjustments, complaints, access feedback and learning.
Competence and contractors	Training, registrations, qualifications, accreditation, audit findings and performance concerns.
Independent assurance	Internal audit, external technical review and progress against agreed actions.
Regulatory reporting	Tenant Satisfaction Measure BS01 and other applicable regulatory measures.

11.2 Gas and Heating Safety performance will be internally reported to:

Monitoring body	**Minimum frequency**
Board	Every meeting, currently bi-monthly.
Executive Board	Every meeting, currently bi-monthly.
Customer Experience Committee	Every meeting, currently bi-monthly.

11.3 The policy will be reviewed at least every three years, or sooner following a material change in law, regulation, risk, organisational responsibility, serious incident or assurance finding.

12. Glossary

Term	Definition
ACS	Nationally Accredited Certification Scheme for Individual Gas Fitting Operatives.
Competent person	A person with sufficient knowledge, skills, qualifications, registration and experience for the assigned task.
Gas and Heating Safety Management Plan	The controlled document setting out how gas and heating safety risks are managed, including programmes, access, records, responsibilities, assurance and escalation.
Gas Safe Register	The official registration body for businesses and engineers legally permitted to carry out relevant gas work.
HETAS	A certification body for biomass and solid-fuel heating appliances, fuels and services.
HSE	Health and Safety Executive.
Landlord's Gas Safety Record (LGSR)	The record produced following a landlord gas safety check.
MCS	Microgeneration Certification Scheme.
NICEIC	A certification body for electrical contractors and other building-services trades.
Non-compliance	A potential or actual breach of law, regulation, contract or policy, or a health and safety risk requiring management outside routine arrangements.
OFTEC	Oil Firing Technical Association.
Reasonable adjustment	A change made to remove or reduce disadvantage for a person.
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.
TSM BS01	The Tenant Satisfaction Measure for gas safety checks.