



Policy: *Gas Policy*
Approved by: *Leadership Group*

Date *November 2024*
Approved:

Frequency of review: *Every 3 years*

POLICY STATEMENT:

This policy ensures the safe and professional management of gas appliances in our properties in compliance with the Gas Safety Regulations.

This policy is intended to cover all assets owned by Broadland, including housing stock, offices, and other buildings.

The policy does not apply to appliances tenants own (e.g., cookers), as Broadland has no responsibility for those appliances.

This policy ensures we meet our obligations as a landlord and manage gas safety to protect tenants, residents, and the public.

This policy has been developed to ensure Broadland complies with current legislation, regulatory expectations, and good practice and will be subject to ongoing review.

Policies apply to all legal entities within Broadland unless stated otherwise.

SCOPE:

The main objectives of this policy are to:

- Ensure a prompt, efficient, cost-effective heating installation, repair, servicing, and inspection regime.
- Ensure our legal compliance and promote good practice.
- Ensure remedial works are carried out within appropriate timescales so that homes remain safe and gas installations are maintained to a high standard.
- Embed a comprehensive gas inspection and monitoring system for which adequate record-keeping and quality monitoring systems are implemented and maintained.

The policy assures the board that measures are in place to ensure compliance with legislation and regulations and to identify, manage and mitigate risks associated with gas fittings, appliances, and flues.

Policy Name: Gas Policy

Latest Revision: November 2024

Revised by: Karl Nunn

Verified by: Dale Wordley

Broadland's Gas Safety Procedures gives a detailed account of how this Policy will be implemented.

This policy applies to all homes with gas, except leasehold and shared ownership.

KEY STAFF RESPONSIBILITIES:

Senior Management

The Assistant Asset Director / Assistant Maintenance Director

Senior Managers should ensure the policy is applied, ensuring the policy meets agreed standards, reviewed and monitored against current legislation and good practice.

Heating Manager / Compliance Officer

The Heating Manager (Gas Servicing & Reactive Repairs) and Compliance Officer are responsible for ensuring that the Gas Servicing Appliance Module is kept up to date, managing the servicing schedule for servicing the relevant gas appliances within the timescales and that all properties hold a current LGSR. The Heating Manager is responsible for maintaining the gas operatives' training to ensure compliance with legislation and company policy.

Duty Holder – Heating Manager (Gas Servicing & Reactive Repairs)

Responsible for maintaining the overall standard and quality of all gas work undertaken and ensuring that employees are competent to carry out the range of gas work required.

Heating Engineer / Gas Operatives

Gas Engineers are responsible for ensuring compliance with all relevant legislation, procedures, and processes and for undertaking all training required to conduct gas works safely.

Customer Service Schedulers / Compliance Officer

The Customer Service Schedulers and Compliance Officer administer the gas servicing processes and support the Heating Managers.

Housing Team

When access to a property is denied, members of the Housing Team have responsibilities in accordance with the gas processes.

All Staff

All staff are responsible for implementing the Policy and Procedure and ensuring that all gas works are conducted safely in accordance with our duties as landlords as required by the Gas Safety (Installation and Use) Regulations 1998.

Contractors

All contractors appointed by Broadland are responsible for ensuring compliance with the relevant legislation policies and procedures.

Residents

All residents are responsible for allowing access to their homes for the Gas Servicing and LGSR to be completed.

Broadland will ensure that any Broadland staff/contractor discharging Broadlands gas safety and servicing responsibilities holds and maintains Gas Safe Accreditation for all gas safety works undertaken.

DEFINITIONS:

H&S – Health & Safety
EIA – Equality Impact Assessment
LGSR – Landlords Gas Safety Record

RELEVANT KEY LEGISLATION AND RELATED DOCUMENTS: (not limited to)

Legislation	Documents
External The Gas Safety (Installation and Use) (Amendment) Regulations 2018 Part F, Regulation 36 2010 Health and Safety at Work Act 1974 The Management of Health and Safety at Work Regulations 1999 The Workplace (Health Safety & Welfare) Regulations 1992 The Building Regulations in England & Wales (including part f) Heat Network Regulations 2014 Health and Safety (Safety Signs and Signals) Regulations 1996 Provision and Use of Work Equipment Regulations 1998 Construction, Design and Management Regulations 2015 Landlord and Tenant Act 1985 Data Protection Act 2018 Gas Safe Register Legislation & Standards Document List RIDDOR 2013 ACoP L56 Safety in the installation and use of gas systems and appliances (5th edition 2018) INDG285 (Rev3) A guide to landlords' duties: Gas Safety (Installation and Use) Regulations 2018	Internal Broadland Housing Electrical Safety Procedure Broadland Housing 'Homes' H&S Policy Broadland Housing Group Asset Management Policy Broadland Housing Group Contractors Code of Conduct Broadland Housing Group Responsive Repairs Procedure Broadland Housing Group, Empty Homes (Void) Management Procedure

EQUALITY IMPACT ASSESSMENT:

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This policy has had an Equality Impact Assessment (EIA) that has identified that this policy does not discriminate either directly or indirectly and does not disadvantage any individual or group.

DATA PROTECTION

This policy (and associated procedures) does not involve using personal data, so a Privacy Impact Assessment (PIA) has not been undertaken.

IMPORTANT PRINCIPLES:

Broadland will only share personal data as required in accordance with the GDPR/ Data Protection Act 2018. We will abide by the laws and regulations regarding the right to confidentiality, data sharing, and disclosure rules in the Act and any legal requirements for civil and/or criminal disclosure.

Broadland will inform individuals of the identity of other parties to whom we may disclose or to whom we may be required to provide personal data, the circumstances in which this may happen, and when any exceptions to this rule may apply.

Please refer to the Data Protection Policy. This will inform you about Broadland's approach to securing your data, the appropriate use of data, how long we store and retain your data, and your rights regarding your data.

Landlords have a legal duty to ensure that their homes are safe under the Gas Safety (Installation and Use) Regulations 1998. They must ensure the ongoing maintenance of gas appliances, flues, and fittings and carry out annual gas safety checks. The organisation will administer a programme of gas safety checks to meet this requirement.

All properties with gas supplies, including empty ones, will undergo gas safety checks by a Gas Safe registered engineer before new residents move in. Broadland will maintain databases and provide residents with a copy of the gas safety record. Broadland will also perform safety checks on at least 5% of landlord gas safety records and visually check residents' appliances.

Providing Access to Gas Safety Checks

Tenants must allow access to gas safety checks as per their agreement. If not, Broadland will take the necessary steps to gain access, including legal action as a last resort.

Safety Checks for Non-Gas Heating Systems

Broadland has a portfolio of non-gas heating systems that require safety and operational checks. It conducts annual checks based on industry guidance, manufacturer instructions, and best practices.

Policy Monitoring and Review

Performance monitoring will be undertaken in the following areas to assess the impact of the policy and meet industry standards:

The number of expired Gas Safety Certificates will be reported in percentages of-
Total number of outstanding certificates with-
100% compliance as a target
99.5% compliance as a minimum

This monitoring will be undertaken by the Heating Manager (Gas Servicing & Reactive) and Compliance Officer. A progress report will be provided to the Assistant Maintenance Director, Executive Operations Director, Wider Leadership Team, and relevant Board.

This policy will be reviewed at least every three years or in line with legislative or regulatory changes. Broadland will conduct an independent audit of gas safe every 3 years.

Non-Compliance / Escalation Process

Any non-compliance issue identified at an operational level will be formally reported to the Executive Operations Director in the first instance as soon as it is recognised by the Heating Manager.

Staff Training

Broadland will ensure that all staff working for or on behalf of Broadland have the relevant training required for their role.