



Gas Safety Policy

1. Introduction

This policy sets out how Citizen will meet its obligations under the requirements of relevant regulation and legislation in respect of the management of Gas safety.

This policy outlines Citizen's approach to the management of the risk of unsafe Gas. The service is one of our most important functions as a landlord and we want to provide a service that we can take pride in, that achieves high satisfaction from our customers and enables customers to be safe in their homes.

This policy should be read in conjunction with customers' individual tenancy, licence and leasehold agreements which further define responsibilities. There are also instances where we are responsible for undertaking maintenance where we have managing agents. The agreements we have with those agents define our specific responsibilities.

This policy supports our vision of "home is our foundation for life" by defining our commitment to providing an efficient and effective electricity safety service ensuring we are adhering to our pledge to be "looking out for our citizens".

This policy and its supporting procedures and guidance ensure that we meet the requirements of the following regulation and legislation:

- a) Health and Safety at Work etc. Act 1974
- b) The Management of Health and Safety at Work Regulations 1999
- c) Housing Act 2004, Housing Health & Safety Rating System
- d) Building Act 1984 Schedule 1 (Building Regulations)
- e) Building Regulations and Building Standards Part L & P
- f) Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- g) Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR)
- h) Gas Safety (Installation and Use) Regulations 1998 (as amended)
- i) Gas Safe Industry Unsafe Situation Procedure
- j) L56 (Fifth Edition) 2018 Approved Code of Practice and Guidance
- k) Pipelines Safety Regulations 1996 (PSR)
- l) Gas Safety (Management) Regulations 1996 (as amended) (GSMR)
- m) Workplace (Health, Safety and Welfare) Regulations 1992 (WHSR)
- n) Provision and Use of Work Equipment Regulations 1998 (PUWER)
- o) Construction (Design and Management) Regulations 2015 (CDM)
- p) Pressure Systems Safety Regulations 2000 (PSSR)
- q) Pressure Equipment Regulations 1999
- r) Gas Acts 1986 and 1995 (GA)
- s) Gas Appliances (Safety) Regulations 1995 (GASR)
- t) Citizen Housing "Attending Reported Fumes Process"

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2. Scope

This policy extends to all properties, including void and occupied properties owned by us; properties we manage on behalf of others; leasehold and shared ownership properties to which we have a contractual or statutory duty. This includes communal areas of our properties and garage sites, communal areas of residential blocks of flats, houses in multiple occupation (HMO's) including non-licensed converted houses, properties managed by and for others including workplaces.

3. Policy detail

All maintenance, inspection and Gas safety standards will be delivered in line with information set out in Standard Operating Procedures in order to deliver the requirements of this policy.

3.1 Gas Safety Management and Responsibilities structure

The person responsible for: - Overall Gas Safety	Position: Chief Executive
The person responsible for: - Managing Gas Safety by developing and reviewing safe system of works	Position: Director of Building Safety / Head of Compliance / Relevant Compliance Manager.
The competent person/s: - Deputising for the Gas Service Manger / providing technical support	Competent Person for Domestic Gas Safety; Position: Gas Compliance Officer Competent Person for Non-Domestic: Position: Senior M&E Officer

3.2 Gas Safety (Installation and Use) Regulations 1998

The Gas Safety (Installation and Use) Regulations 1998 (GSIUR) as amended (2018) legislation sets out our duties for installing, servicing, maintaining or repairing gas appliances and other gas fittings. Under the terms of this legislation, Citizen Housing as Landlords have the following specific responsibilities:

- a) To ensure that all relevant gas appliances (in their ownership or adopted by them), flues and gas installation pipe work are maintained in a safe condition.
- b) To keep all records for a minimum of two years
- c) To ensure a copy of the Landlords Gas Safety Record is provided to the tenants within 28 days of the safety check. Alternatively, where there is no relevant gas appliance in any room occupied or to be occupied by the resident in the relevant premises (e.g. multiple occupancy dwelling with central boiler plant), the landlord may ensure that there is a LGSR displayed in a prominent position in the premises
- d) To ensure that all new tenants are given a copy of the Landlords Gas Safety Record prior to occupancy.
- e) To ensure that any gas work carried out on Citizen Housings behalf is only carried out by a Gas Safe registered engineer.
- f) When a gas appliance is replaced works will be certified with Building Control via Gas Works Notification within 30 working days of completion

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3.3 Competency & Accreditation

Only approved competent gas contractors and engineers will be allowed to carry out gas work in Citizen Housing homes. Both the company and their operatives must be registered on the Gas Safe Register.

All contractors will be required to demonstrate evidence of their Gas Safe Registration and provide written confirmation of the Gas Safe Registration for each individual operative that intends to carry out gas work within properties owned or managed by Citizen Housing properties. Such written confirmation will also confirm which areas of gas work each individual operative is qualified and hold the relevant ACS qualifications. Until evidence of registration is approved by Citizen no operative shall be allowed to undertake gas work on behalf of Citizen Housing.

Citizen's Gas Section will monitor gas operative's competence/credentials across the group (except for Development and Facilities) for the duration of the project/contract. Proof of Gas Safe Registration must be provided to Citizen Housing annually.

3.4 Certification and Documentation

All LGSR's are subjected to technical verification by either a Gas Inspector or Corgi and post inspections are carried out on selected properties.

Any work on an appliance must maintain safety. The appliance must be examined after work has been done, and any defect notified to the owner/user.

3.5 Scope of Documentation

A Landlord Gas Safety Record; shall be issued during:

- a) Annual Landlord gas safety visit or when a supply is uncapped
- b) Major gas upgrade/alteration works
- c) Void period or start of a tenancy/ Mutual exchanges gas safety inspection

A copy of this document shall be issued at the start of the tenancy and any subsequent certificate will be issued to the resident within 28 days of its completion.

Voucher; shall be completed to document any repairs/maintenance undertaken on a gas appliance/central heating system. A copy of this document shall be held by Citizen Housing and the contractor.

Warning Notice; shall be issued in line with *The Gas Industry Unsafe Situations Procedure* to the "responsible person" within the premises when an unsafe situation is identified. A copy of this document shall be held by Citizen Housing and the contractor and the "responsible person".

Warning notices and labels shall be issued in line with gas regulations.

A robust approach is taken to ensure that the gas documentation conforms with Codes of Practice and Gas Regulations, Citizen Housing procedures and to contract requirements and sample auditing of completed gas documentation is undertaken by Gas Safe Registered operatives.

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3.6 Major works affecting the safety of gas installation

Consideration shall be made to ensure existing gas appliances are left safe to use during and following the completion of any other works within the building. Risk assessments should be undertaken prior to work, whilst work is in progress and on completion of works to ensure the safety of the gas installation is not at risk.

Throughout all work robust process must be put in place to ensure Gas Safety (Installation & Use) Regulation (GSIUR) Regulations 8 (1) is not breached, which states:

“No person shall make any alteration to any premise in which a gas fitting or gas storage vessel is fitted if that alteration would adversely affect the safety of the fitting or vessel in such a manner that, if the fitting or the vessel had been installed after the alteration, there would have been a contravention of, or failure to comply with, these regulations.”

3.7 Reporting of Gas Compliance

Managing gas compliance is a fundamental function for Citizen Housing, and compliance information is shared across the group. We have a robust reporting process to provide evidence of compliance and attempts of access. Information is provided at all levels of the business as follows;

Type of Information	Frequency	Reported to
Monitoring Compliance	Weekly	Gas Managing Teams
Access Issues	Weekly	Housing Teams
Level of Gas Compliance, Access Issues and the legal status	Monthly	Key Stakeholders
Level of Gas Compliance	Monthly	Key Citizen Managers
Level of Gas Compliances	Quarterly	Citizen Housing Website
Level of Gas Compliance, Properties over 90 days compliance detailed	Quarterly	Respective Citizen Group Boards

3.8 Gas Repairs

Gas repairs will be carried out in adherence with the Citizens Repairs Policy and will comply with the same regulations governing gas safety as outlined in this document.

If the resident misuses, alters, abuses any gas appliance and associated equipment the resident may be recharged for the rectification work.

Performance for the execution of gas repairs will be monitored to ensure high standard of service is provided. The method of monitoring will be designed for each work stream, project and or contract and the quality assurance will be undertaken.

3.9 Tenancy changes and approaches to vacant properties

To comply with Regulation 36 and to follow advice from the HSE; once tenants have vacated and before re-letting a property all gas appliances and flues will be inspected as soon as practically possible to mitigate risk as when tenants vacate the premises, they may have removed appliances unsafely (e.g. leaving open-ended pipes, having shut off the emergency control valve), or left their own appliances in place. To reduce the risk of explosion whilst a property is not occupied a risk assessment needs to be undertaken, except for new developments, the following will occur;

- a) When the property becomes void/vacant a visual inspection is undertaken and any required gas remedial work is noted, and the mains gas supply is isolated
- b) Any gas remedial work necessary for the new let maybe scheduled during the void period, at the start of the tenancy or post let, depending on the work/ circumstances.

3.10 Tenants own appliance and DIY

Tenants own gas appliances are not the repairs responsibility of Citizen Housing. Any gas repair and maintenance on the tenant's own appliance should be completed by qualified Gas Safe operatives.

To mitigate the risk, any alteration to the services concerned with the distribution of gas, the boiler flue system or the addition or removal of gas appliance/s, no work should occur without the express permission of Citizen Housing.

3.11 Unsafe Appliance or supplies

If when carrying out gas works an engineer identifies an appliance/supply that is unsafe it will be repaired where possible. If a repair cannot be achieved immediately the appliance will be disconnected and a warning sticker attached advising the responsible person on site accordingly.

When a gas appliance/supply is identified as unsafe, they will be managed as per the guidance contained in the Gas Industry Unsafe Situations Procedure (GIUSP)/Regulation 34.

If a Citizen Housing owned gas fire is condemned it will not be replaced as we no longer install 'open-flued' appliances for safety reasons. Tenants will then be given the following options:

- a) The fire will be removed and a voucher may then be issued for the resident to make good disturbed wallpaper etc. The room will be heat assessed to ensure any installed radiators are correctly sized
- b) The fire will be removed and may be replaced with an electric fire and surround suite (the style of which is determined by Citizen)

Citizen will not replace any open flued gas appliance.

3.12 Suspected Gas escapes/ carbon monoxide spillages

Citizen has a robust process for reporting suspected gas escape or carbon monoxide spillage and is scripted via our Customer Service Centre. When it is reported that there is a suspected carbon monoxide spillage or a gas leak, a priority job will be raised to investigate the circumstance.



4. Roles, Responsibility and Governance

It is the responsibility of the Board to seek assurance that this Policy is successfully implemented. The Senior Leadership Team and Heads of Service are responsible for ensuring the effective implementation of this Policy and that all staff understand the importance of this Policy, the related procedures and that they comply with them.

Managers are responsible for ensuring that their reports have undertaken the appropriate policy eLearning by utilising reports produced by Learning and Development
Any changes to this policy must be made in line with the requirements set out in Citizens Standing Orders and our Policy framework.

5. Monitoring and review

This policy will be reviewed every 3 year/s, unless legislation, service delivery or sector developments require otherwise ensuring the policy continues to meet its objectives and take account of good practice developments.

Legal advice will be taken to ensure compliance with legal, regulatory and contractual responsibilities.

Where appropriate service delivery reports in respect of this policy as incorporated into our quarterly reporting suite.

6. Equality impact assessment

This policy has been subject to an Equality Analysis. Staff working across Citizen have considered the impact of this policy on different groups and communities that we work with. In framing this policy, our staff are committed to not discriminate adversely against any group and will respect the diversity of the communities we are working within.

The EIA and any actions identified as needing to be implemented are in the Appendix.

7. Version control

Every change made must be logged in the version control and ALL boxes completed.

VERSION	DATE	AMENDMENTS	APPROVED AT/BY	REVIEW
V 1.0	03/22	New policy created from existing protocol	Board	03/2025

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