



Portus
Supported Housing

Gas Safety Policy Version 1.0

Safe spaces for independent living

Review

Date of this review	Date of last review	Author(s)	Owner	Next review date
31/10/2025	31/10/2025	Jason Cox	Jason Cox	31/10/2027

Details of amendments

Version	Date	Update/ amendment detail	Resulting from

Approved by

Executive Team	[00/00/00]
Board	13/11/25



1. Introduction

Portus Supported Housing (PSH) is responsible for maintenance and repair of its homes and other managed buildings, many of which will contain gas installations and appliances. The *Gas (Installation and Use) Regulations 1998* and the *Amendment Regulations 2018* specifically deal with the installation, maintenance and use of gas appliances, fittings and flues in domestic properties and certain office premises.

The regulations also place a legal duty on landlords to ensure that all gas appliances, including fittings and flues provided for tenants' use are safe.

2. Purpose / Aim

The purpose of this Policy is to ensure PSH meets the requirements of the *Gas Safety (Installation and Use) Regulations 1998*.

In addition, the policy provides assurance that measures are in place to ensure compliance with these regulations and to identify, manage and mitigate risks associated with gas fittings, appliances and flues.

3. Scope

This policy applies to all buildings and associated structures either owned, leased, occupied or managed by PSH.

The policy is relevant to all types of gas appliances for which PSH has responsibility and applies to all PSH employees, tenants, contractors, and other persons or stakeholders who may work on, occupy, visit, or use its premises, or who may be affected by its activities or services.

4. Legal and Regulatory Framework

Regulatory standards

The application of this policy will ensure compliance with the regulatory framework and the Safety and Quality Standard for social housing in England.

Core legislation

The principal legislation applicable to this policy is the *Gas Safety (Installation and Use) Regulations 1998 (as amended)*.

PSH has a legal obligation under Part F, Regulation 36 of the legislation (Duties of Landlords) and is the 'Landlord' for the purposes of the legislation, by virtue of owning and managing homes and buildings that accommodate tenants under tenancy and licence agreements.

Other legislation

This policy also operates in the context of the following legislation:

- *Health and Safety at Work Act 1974*
- *The Management of Health and Safety at Work Regulations 1999*
- *The Workplace (Health Safety & Welfare) Regulations 1992*



- *Gas Safety (Management) Regulations 1996 (as amended)*
- *The Building Regulations in England & Wales*
- *Dangerous Substances and Explosive Atmospheres Regulations 2002*
- *Pressure Equipment Regulations 1999*
- *Pressure Systems Safety Regulations 2000*
- *Pipelines Safety Regulations 1996* *Heat Network Regulations 2014*
- *Provision and Use of Work Equipment Regulations 1998*
- *Construction, Design and Management Regulations 2015*
- *Landlord and Tenant Act 1985* *Gas Safety (Installations and Use) Regulations 1998 as amended by Gas Safety (Installation and Use) (Amendment) Regulations 2018*
- *Homes (Fitness for Human Habitation) Act 2018*

The *Gas Safety (Installation and Use) (Amendment) Regulations 2018* impose duties on landlords to protect tenants' safety in their homes with respect to gas safety. The main duties as a landlord are set out in Regulation 36 requiring landlords to:

- ensure gas fittings and flues are maintained in a safe condition. Gas appliances should be serviced in accordance with the manufacturer's instructions. If these are not available, it is recommended that they are serviced annually unless advised otherwise by a Gas Safe registered engineer
- ensure the annual safety check is carried out on each gas appliance and flue within 12 months of the previous safety check
- have all installation, maintenance and safety checks carried out by a Gas Safe registered engineer, and keep a record of each safety check for at least two years
- issue a copy of the latest safety check record to existing tenants within 28 days of the check being completed, or to any new tenant when they move in
- display a copy of the latest safety check record in a common area of a building where the gas appliance serves a communal heating system to multiple homes

Codes of practice

The principal codes of practice applicable to this policy are:

- ACoP L56: '*Safety in the installation and use of gas systems and appliances*' (5th edition 2018)
- INDG285: '*A guide to landlords' duties: Gas Safety (Installation and Use) Regulations 1998*'

5. Related Policies and Documents

This policy is linked to the following documents and should be read in conjunction with it:

- *Health and Safety Policy*

6. Policy Statement / Principles

PSH acknowledges and accepts its responsibilities under the *Gas Safety (Installation and Use) Regulations 1998 as amended*. To meet its requirements, PSH will:



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- hold accurate records against each property it owns or manages, setting out the requirements for gas and/or heating safety checks, and servicing of all gas/heating fittings, appliances and flues
- require a gas contractor to visit all properties on an annual basis to carry out gas and/or heating safety checks, irrespective of whether the property has a gas supply or not
- ensure that each property requiring a gas safety check and/or service has a landlord's gas safety record (LGSR) that has a completion date not more than 12 months following the completion date of the previous LGSR for the property, or from the installation date of new installations
- ensure that copies of all LGSRs are provided to tenants within 28 days of completion or displayed in a common area
- cap off gas supplies to all properties when the property becomes void and a new tenant is not due to move in immediately following the previous tenant leaving
- cap off gas supplies to all new build properties at handover, if a new tenancy is not commencing immediately at the point of handover
- reinstate gas supplies to void properties and new build properties at commencement of the new tenancy, and undertake a gas safety check and issue a new LGSR
- ensure that gas safety checks are carried out prior to, or immediately following, the commencement of any new tenancy (void properties), mutual exchange and/or transfer, and that the tenant receives a copy of the LGSR prior to, or immediately upon sign-up of the tenancy, and/or at the time of moving in
- carry out gas safety checks of any of the tenants' own gas appliances and will carry out a five-point visual safety check for gas cookers and service to gas fires where the manufacturers' instructions are available (location, fluing, ventilation, signs of distress and stable and secure) – where appliances are found to be faulty these will be disconnected and a warning notice issued
- test and replace as, necessary, the carbon monoxide alarm as part of the annual gas safety check visit
- carry out an annual gas safety check to all properties where the gas supply is inactive (capped) due to a previous request made by a tenant – this is to ensure that gas supplies have not been reconnected by the tenant
- carry out annual assessments of properties where tenants have chosen, for personal reasons, not to use the gas supply in the property – this is to check on the tenant's wellbeing and to assess that the lack of gas heating is not adversely affecting the condition of the property
- ensure that only suitably competent Gas Safe accredited engineers undertake gas works for the organisation
- remove any open-flue gas appliances found in any rooms that are being used as bedrooms
- carry out a gas safety check following any new gas appliance installation – the safety check will include a gas soundness test of the system pipework, a visual inspection of the meter installation and a visual inspection, including the safe working operation on all other gas appliances and associated flues within a property (as well as issuing a gas safety certificate to confirm the necessary checks have been completed)
- ensure that robust processes and controls are in place to manage works to void and occupied properties that may affect existing gas installations



- have a robust process in place to gain access to properties where tenant vulnerability issues are known or identified, while ensuring the organisation can gain timely access to any property in order to be compliant with this policy and safeguard the wellbeing of the tenant
- establish and maintain a plan of all continuous improvement activity undertaken with regards to gas safety

Ordinarily, PSH will not carry out annual gas safety checks on properties leased from private landlords, except where there are explicit clauses within the lease requiring PSH to do so.

Instead, PSH will seek a copy of the LGSR from the private landlord as evidence of completion. However, where the LGSR is not provided, and PSH has reason to believe the existing certificate has expired, or that a new installation or alteration has been made that would require a new certificate to be obtained, PSH will instruct a gas contractor to visit the property to complete a gas safety check.

PSH will seek to recover this cost from the landlord.

Inspection testing programmes

Domestic properties

PSH will carry out a programme of annual gas safety checks and servicing to all domestic properties, covering all heating types. Each check will include all gas fittings, appliances and flues within the property and will be completed 12 months from the date of the previous LGSR. This safety check is driven from the anniversary date of the most recent LGSR, which may have been carried out at the start of a new tenancy, or following the installation of new gas appliances.

Other properties (offices/communal areas)

PSH will carry out a programme of annual gas safety checks and servicing for all 'non-domestic' and 'other' properties, where it has the legal obligation to do so. These checks will include all gas fittings, appliances and flues within the property and will be completed no longer than 12 months from the date of the previous LGSR, or in line with manufacturer's instructions. These safety checks and maintenance services will be undertaken by a suitably competent engineer, in accordance with the manufacturer's instructions. These installations may include catering equipment, boilers serving communal heating systems, combined heat and power systems, pressure vessels, and water heating boilers.

Compliance follow-up work

PSH will ensure a robust process is in place to collate and store all warning notices and associated records of completed remedial works.

A safety check will be carried out on completion of any repair or refurbishment works to occupied or void properties, where works may have affected any gas fittings, appliances or flues.

PSH will also ensure there is a robust process in place to investigate and manage all RIDDOR notices issued relating to gas safety.

Securing access to tenants' properties



Tenants have an obligation, as per their tenancy agreement, to ensure their home is kept to an acceptable standard and allow access for inspections and/or works, including gas compliance works.

Where access has not been granted to complete the annual gas safety or heating inspection, a controlled entry may be arranged to ensure the safety of all tenants and neighbouring properties. A member of the Executive Team will approve any such action.

As a last resort, PSH will use all legal remedies available to it, should a tenant refuse access to allow essential gas safety checks, maintenance, or safety-related repair works.

7. Roles and Responsibilities

- **PSH's Board** – holds overall governance responsibility for ensuring the gas safety policy is fully implemented and that PSH remains compliant with the regulatory standards, legislation and codes of practice. The Board will formally approve this policy and review it every two years, or sooner, if there is a change in regulation, legislation or codes of practice.
- **The Executive Team and Board** – will receive reports in respect of gas safety management performance, and ensure compliance is being achieved, and will be notified of any identified non-compliance issues.
- **The Chief Executive Officer (CEO)** – responsible for implementing and resourcing this policy, and monitoring performance.
- **The Strategic Asset Management Director** – has strategic responsibility for the management of gas safety, ensuring compliance is achieved, maintained, monitored, and reported. They will oversee the implementation of the gas safety policy, with the operational support of the Compliance Manager.
- **The Compliance Manager** – responsible for overseeing the delivery of the gas servicing and safety check programmes, ensuring completion of any works arising from gas safety checks or tenant reports, and maintaining sufficient records of works completed to gas appliances, fittings and flues. They will also act as deputy and support to the Strategic Asset Management Director.
- **The Director of Customer/ Housing** – provides key support in gaining access to properties where access proves difficult, using standard methods to do so. They will also facilitate the legal process to gain access as necessary.

PSH will ensure that only suitably competent Gas Safe-accredited contractors are procured and appointed to undertake works to gas fittings, appliances and flues.

Where sub-contractors are engaged by PSH's repairs contractor, responsibility for ensuring the sub-contractor is appropriately qualified and accredited for the work that they are carrying out rests with the repairs contractor. PSH may request periodic audits to ensure that the repairs contractor holds this information.

8. Monitoring, Review and Compliance

Performance reporting



Robust key performance indicator (KPI) measures will be established and maintained to ensure PSH is able to report on performance in relation to gas safety. These will be reported to the Executive Team and PSH's Board monthly.

As a minimum, these KPIs will include the percentage of all valid gas safety certificates held by PSH as a proportion of the total number of domestic properties with gas appliances, with a target of 100% completion at all reporting dates.

Any RIDDOR incidents related to gas supplies or appliances will also be reported to the Executive Team and PSH's Board at the earliest opportunity, with appropriate narrative.

Non-compliance

Any non-compliance issue identified at an operational level will be formally reported to the Strategic Asset Management Director in the first instance.

The Compliance Manager will agree an appropriate course of corrective action and report the details to the Executive Team.

The Executive Team will ensure the Board is made aware of any non-compliance issue so it can consider the implications and take appropriate action.

In cases of serious non-compliance, the Executive Team and Board will consider whether it is necessary to disclose the issue to the Regulator of Social Housing, in line with PSH's escalations protocol.

Record keeping

PSH will:

- establish and maintain a core asset register of all properties that have an active or inactive gas supply. The register will also hold data against each property asset of gas heating inspection and servicing requirements, where applicable, for all domestic and non-domestic property assets
- ensure the Gas Safe-registered engineer records the details of all appliances and other equipment which is served by the gas supply, in every domestic and non-domestic property
- establish and maintain accurate records of all completed safety records, warning notices, and associated remedial works, and keep these for a period of no less than two years
- hold and maintain accurate records on the qualifications of all engineers undertaking gas works for the organisation, or require that its repairs contractor holds this information and can provide it to PSH upon request
- ensure robust processes and controls are in place to provide and maintain appropriate levels of security for all gas safety related data

9. Equality, Diversity and Inclusion

PSH is committed to mainstreaming equality and diversity throughout all its activities as well as meeting the general and specific duties imposed on it through the legislation. Please refer to PSH's Equality and Diversity Policy to read the policy details in full.

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