

IronOak



IRON OAK

GAS SAFETY POLICY

Control Sheet

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1. Introduction

- 1.1. IronOak Homes Limited (IronOak) will ensure the safe maintenance of gas appliances, flues and installation pipework installed, and solid/LPG fuel systems in premises under its control via an ongoing programme of regular/periodic inspections, together with any necessary remedial work. This will include specific maintenance requirements defined in manufacturer instructions or where this is not available via a check of the physical condition of the appliance, installation pipework, air vents and any flue deterioration, testing, and remedial action.
- 1.2. IronOak has detailed monitoring arrangements in place to identify any properties where an annual check has not yet been completed due to residents refusing access.
- 1.3. Where access cannot be obtained to complete a gas safety check, IronOak will follow a robust escalation process including:
 - Multiple appointment attempts
 - Written notification to the resident
 - Welfare checks where appropriate
 - Recorded delivery letters
 - Referral to tenancy management
 - Application for an injunction and/or warrant where necessary
 - Escalation to cadent to shut off gas
 - Notification to the Regulator of Social Housing where non compliance is identified
 - These steps will be taken to ensure IronOak can demonstrate that all reasonable steps have been taken to comply with Regulation 36 (The Gas Safety (Installation and Use) Regulations 1998)

2. Purpose

- 2.1. IronOak is committed to ensuring the safety of people in our properties that have gas-fuelled heating appliances (gas appliances'). Gas appliances and their associated chimneys and flues can pose a serious risk to health if they are not properly installed and maintained. We aim to protect our residents, employees, contractors, and visitors from the risks of gas so far as is reasonably practicable.
- 2.2. IronOak service and repair all gas appliances and systems installed in our properties, whether in a resident's home or in a communal area. These responsibilities may extend to the properties we manage on behalf of other landlords, depending on the arrangements in place for those properties.
- 2.3. The annual gas inspection also extends to properties with no gas appliances where there is an inactive gas meter or service pipe which requires inspection. Residents must remember that they are responsible for the condition and safety of their own appliances.

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3. Responsibilities

3.1. The Board is responsible for:

- Overall governance for ensuring the Gas Safety policy is fully implemented to ensure full compliance with regulatory standards, legislation, and approved codes of practice.
- The Board will formally approve this policy and review it every three years (or sooner if there is a change in regulation, legislation, or codes of practice).
- The Board will receive regular updates on the implementation of this policy and gas safety compliance performance, together with notification of any non-compliance issues identified.

3.2. Executive Leadership Team (ELT) will:

- receive regular reports on compliance with the policy and ensure performance is being achieved, together with notification of any non-compliance issues identified.

3.3. Chief Executive will:

- retain the overall responsibility for the implementation of this policy.
- ensure that adequate resources are made available to enable the objectives of the policy to be met.

3.4. Head of Operations will:

- ensure policies and procedures are written and remain up to date.
- ensure staff awareness and training in relation to gas safety is provided within the organisation.
- ensure legislative changes and advice relating to changes are communicated to the Executive Team and ultimately the Board.

3.5. Property & Housing Officers and Delegated Partners will:

- when testing dates are provided, manage contractor's access to ensure that all testing can be completed on time.
- support resident liaison, including managing issues relating to access, resident damage, and improvements to gas systems, facilitating the 'No access' process, and where necessary, the legal process to gain access if no access is granted.
- provide residents with a copy of their LGSR within 28 days of issue
- provide a copy of the LGSR to a new tenant before they occupy the property.
- arrange for remedials and repairs to be completed, utilising the commercial gas contractor for any commercial repairs.
- report contractor escalations and concerns to the Property Compliance team.
- complete void inspections and arranging for contractors to cap the property if the property is to be void for over 30 days
- check and record smoke that alarms and carbon monoxide alarms are working on the day the tenancy begins and periodically throughout the duration of the tenancy.

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4. Scope

4.1. IronOak acknowledges and accepts its responsibilities under the Gas Safety (Installation and Use) Regulations 1998 and will:

- hold accurate records against each property it owns or manages setting out the requirements for gas safety checks and servicing of all gas fittings, appliances, and flues.
- carry out periodic gas reconciliations to ensure adequate assurance that gas supply data held against the organisation's property assets is accurate and up to date.
- ensure that each property requiring a gas safety check and/or service (including capped components) will have a landlords' gas safety record (LGSR) that has a completion date not more than 12 months following the completion date of the previous LGSR relating to the property or installation date of new installations
- ensure that where properties are served by individual gas appliances, copies of all LGSR/s are provided to residents within 28 days of completion or, where there is a communal gas appliance the certificate will be displayed in a common area where necessary upon completion of the LGSR.
- will manage gas supplies to all properties when they become void. If a property is to be void for more than 30 days, the gas supply will be capped off. An LGSR must be completed and the gas supply turned on prior to being relet with a copy supplied to the resident and to the Property Compliance Team.
- ensure that gas safety checks are carried out prior to the commencement of a new tenancy and/or transfer and that the resident receives a copy of the current LGSR at the start of their tenancy.
- carry out a five-point safety check for gas cookers and service to gas fires. Where appliances are found to be faulty these will be disconnected.
- test and replace as necessary all carbon monoxide detectors as part of the annual gas safety check visit.
- Operational teams will carry out annual assessments of properties where residents have chosen for personal reasons not to use the gas supply in the property. This is to check the residents' 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.
- carry out a gas safety check and issue a new LGSR for the component following the installation of a new gas appliance.
- ensure that robust processes and controls are in place to manage works to void and occupied properties that may affect existing gas installations.
- have in place a robust process to gain access to all properties including where resident vulnerability issues are known or identified whilst ensuring the organisation can gain timely access to any property to be compliant with this policy and safeguard the wellbeing of the resident.

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- ensure that where applicable, all solid fuel, chimney stacks, oiled fire appliances and flues that are the responsibility of IronOak are inspected and maintained at least annually, that this work is completed by a suitably competent engineer.
- IronOak will operate a planned servicing programme designed to complete annual gas safety checks within 10–12 months of the previous check, ensuring that a valid Landlord Gas Safety Record (LGSR) is always maintained and reducing the risk of non-compliance.
- IronOak will ensure that a carbon monoxide alarm is installed in any room containing a fixed combustion appliance (excluding gas cookers) and will repair or replace alarms as soon as reasonably practicable if reported as faulty.
- IronOak operates a three-lines-of-assurance approach to gas safety compliance including:
 - Operational delivery and monitoring
 - Independent compliance oversight and data reconciliation
 - Periodic internal and external audits.

5. Legal and Regulatory Framework

5.1. The principle legislative and regulatory documents applicable to this policy

- Gas Safety (Installation and Use) Regulations 1998 (GSIUR) as amended (2018)
- The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022
- Health and Safety at Work etc. Act 1974
- Management of Health & Safety at Work Regulations 1999
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
- Dangerous Substances and Explosive Atmosphere Regulations 2002
- Building Safety Act 2022
- Safety and Quality Standard
- HSE Gas Safety Guidance for Landlords

This policy also supports compliance with the Safety and Quality Standard set by the Regulator of Social Housing, which requires registered providers to ensure that tenants' homes meet all applicable statutory health and safety requirements and that robust systems are in place to manage health and safety risks.

5.2. British Standard/Guidance

- British Standard 7967

5.3. IronOak is committed to complying with the requirements of the Gas Safety (Installation and Use) Regulations 1998, which imposes duties on landlords to protect resident's safety in their homes with respect to gas safety.

5.4. 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

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are not available, it is recommended that they are serviced annually unless advised otherwise by a Gas Safe registered engineer.

- Ensure an 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.
- 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.

5.5. The application of the policy will ensure compliance with the Regulator of Social Housing's regulatory framework and consumer standards (Safety and Quality) for social housing in England.

6. Delivering Excellent Service

6.1. When gas service and safety inspections are carried out:

- Gas contractors will provide IronOak with a copy of the safety record within 7 days so that we know the gas in residents' homes is safe.
- Gas contractors will disconnect or isolate any potentially dangerous appliances and inform the relevant department immediately.
- If a service cannot be completed due to a defect, the contractor will liaise with the Property & Housing Officer or Delegated Provider onsite and the Compliance Team to seek authorisation to carry out the repairs whilst they are on site.
- If an appliance is unsafe, it should be repaired immediately or shut off until it can be repaired. If repairs cannot be completed the contractor will contact IronOak to consider replacement.
- If properties are left without heating overnight, temporary heating will be arranged as a matter of urgency if the loss occurs between 1 October and 31 March.
- IronOak will identify residents who may be vulnerable and ensure additional support is provided to enable safe access for gas safety inspections.
- IronOak is not responsible for servicing or maintaining gas appliances owned by residents. However, during gas safety inspections engineers will carry out a visual safety check of resident-owned appliances where reasonably practicable. Where an appliance is found to be unsafe, it will be classified and managed in accordance with Gas Industry Unsafe Situations Procedure (GIUSP)
- If a resident's own gas appliance is found to be defective and dangerous when the contractor carries out a basic check, the appliance will be disconnected and a warning notice issued. The Property & Housing Officer or Delegated Provider will be advised immediately of the defect, and the resident advised it is their responsibility to carry out the necessary repair.
- Gas boilers installed by IronOak will be serviced in accordance with the manufacturer's requirements during the applicable warranty period in order to maintain warranty validity.

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- Following the expiry of the warranty period, boilers will continue to receive an annual gas safety check in accordance with the Gas Safety (Installation and Use) Regulations 1998. Servicing beyond the warranty period will be undertaken where required based on manufacturer guidance, asset condition, or engineer recommendation.

Note: Commercial boilers are serviced in accordance with the manufacturer's recommendations.

7. Measuring Compliance

- 7.1. To ensure IronOak continues to comply with regulation, the organisation has set a target of 100% for holding current Landlord Gas Safety Records. Gas safety compliance is reported to the ELT, Resident Committee, and the Board.

8. Record Retention

- 8.1. IronOak will maintain records of all annual safety checks undertaken for a minimum period of two years from the date of the inspection and normally for the life of the appliance or tenancy where practicable, to support asset management, compliance assurance and regulatory inspection.
- 8.2. IronOak will ensure residents receive a copy of the Landlords Gas Safety Record (LGSR) as soon as is reasonably practicable (either electronically or in paper copy) after the safety check and no more than 28 days after the inspection.

9. Training

- 9.1. IronOak will provide appropriate training for relevant people to ensure they fulfil the management and compliance requirements related to their role.

10. Contractors

- 10.1. IronOak appoints Gas Safe Register contractors to inspect and service all IronOak gas appliances and systems every 12 months. In addition to the annual gas servicing programs, Gas Safe Register contractors also cover day to day maintenance and repairs.
- 10.2. Contractors are responsible for carrying out required safety inspections, servicing, maintenance and repairs as determined by the Contract, which is agreed and signed at the commencement of the contract.
- 10.3. All contractors will be DBS vetted prior to lone working. Due diligence checks will be undertaken to ensure contractors are Gas Safe registered, competent to undertake works with domestic, commercial, natural gas or LPG installations and equipment as appropriate and have an appropriate accreditation such as CHAS, Safe Contractor or equivalent that is recognised by IronOak.

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- 10.4. Contractor Performance will be reviewed/audited, and compliance monitored regularly to ensure that the programme of service and inspection continues to comply with this Policy.
- 10.5. IronOak will carry out a sample audit of contractor servicing competence using an external consultant. These findings are reviewed by the Portfolio Audit & Assurance Manager and reported to the Resident Committee.
- 10.6. If employees have concerns, or a resident has raised a concern, regarding contractor performance employees should utilise the Complaints policy to provide feedback or raise a complaint. These concerns will be reviewed by the Contracts Managers who will raise issues at either future contract management meetings or immediately with the contractor, depending on the severity of the concern. Once resolved, the Contracts Manager will provide feedback to the individual who raised the initial concern.
- 10.7. IronOak will ensure contractors maintain appropriate competence through:
- Gas Safe registration checks
 - Insurance verification
 - Qualifications for specific appliance types
 - Regular performance monitoring
 - Post-inspection quality audits of completed gas servicing.