



## **POLICY DOCUMENT**

**Group Member:** Progress Housing Group

**Service Area:** Property Services

**Document Ref No:** GRPOLPS04

**Subject Title:** Gas Servicing, Solid Fuel and Heating Policy

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**Document Owner:** Director (Property Services)

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Progress Housing Group		Property Services			
Title:	Gas Servicing, Solid Fuel and Heating Policy				
Ref No:	GRPOLPS04	Reviewed:	30/01/2023	Version:	8

## 1. INTRODUCTION

- 1.1 The Group is responsible for the maintenance of and repairs to its homes, offices and other buildings, many of which will contain gas or solid fuel installations and appliances. The Gas Safety (Installation and Use) Regulations 1998 (as amended) specifically deal with the installation, maintenance and use of gas appliances, fittings and flues in domestic properties and certain commercial premises. The Regulations also place a legal duty on landlords to ensure that gas appliances, fittings and flues provided for tenants' use are safe.
- 1.2 The Group is also responsible for maintaining other types of heating systems to ensure that all appliances, fittings and flues provided for tenants' use are safe. These include gas, ground air source heat pump (ASHP), oil fired, and solid fuel, liquid petroleum gas (LPG), biomass, and solar thermal and other types of heating systems.
- 1.3 Whilst it is not the policy of the Group to install solid fuel appliances, the Group believes it has responsibility to ensure solid fuel appliances are in proper working order whether installed by the tenant, or the Group.

## 2. SCOPE OF THE POLICY

- 2.1 The Group has established a policy which meets the requirements of the Gas Safety (Installation and Use) Regulations 1998 (as amended). In addition to this, the policy provides assurance to the Group that measures are in place to ensure compliance with these regulations and to identify, manage and/or mitigate risks associated with gas fittings, appliances and flues.
- 2.2 This policy also applies to all properties where the Group is aware that a solid fuel appliance has been installed by either the Group or the tenant.
- 2.3 The Group ensures compliance with gas safety legislation is formally reported at Senior Leadership Team (SLT) and Board level, and includes details of any non-compliance and planned corrective actions.
- 2.4 The policy applies to all companies within the Group and therefore is relevant to all Group 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.

Progress Housing Group		Property Services			
Title:	Gas Servicing, Solid Fuel and Heating Policy				
Ref No:	GRPOLPS04	Reviewed:	30/01/2023	Version:	8

2.5 It should be used by all to ensure they understand the obligations placed upon the Group to maintain a safe environment for customers and employees within the home of each customer, and within all communal areas of buildings and 'other' properties (owned and managed by the Group).

### 3. RESPONSIBILITY

#### 3.1 Key Roles and Responsibilities

- 3.1.1 In order to ensure that this Gas, Solid Fuel and Heating Policy, and the supporting procedure are adhered to, the Group will appoint suitably competent personnel to act as the 'Responsible Person' on behalf of the individual Duty Holder and oversee the implementation and review of these documents.
- 3.1.2 **Appointed Duty Holder** – The Director (Property Services) will fulfil the role of the appointed 'Duty Holder' on behalf of the Group in order to ensure the appropriate management of the risks associated with gas safety and solid fuel appliances. As a result, the Director (Property Services) will hold responsibility for the implementation of this document, and supporting Gas and Heating Procedure, as well as ensuring compliance is achieved and maintained.
- 3.1.3 Although the organisation has an appointed Duty Holder, the Group's Chief Executive will be ultimately responsible for ensuring compliance with current legislation and ensuring that the organisation fulfils its duties and responsibilities as outlined in this policy document and the supporting procedures.
- 3.1.4 **Responsible Persons** – The Head of Compliance, and the Compliance Manager (M&E) shall ensure that there are suitable arrangements in place for the implementation of the Gas, Solid Fuel and Heating Policy, as well as overseeing the delivery of the agreed survey inspection programmes and the prioritisation and implementation of any works arising from the surveys.
- 3.1.5 The Group board will have overall governance responsibility for ensuring the Gas, Solid Fuel and Heating Policy is fully implemented to ensure full compliance with the regulatory standards, legislation and approved codes of practice. As

Progress Housing Group		Property Services			
Title:	Gas Servicing, Solid Fuel and Heating Policy				
Ref No:	GRPOLPS04	Reviewed:	30/01/2023	Version:	8

such, the Board will formally approve this policy and review it periodically. The policy review will be every three years (or sooner if there is a change in regulation, legislation or codes of practice).

- 3.1.6 The board will receive regular updates, at quarterly board meetings, on the implementation of the Gas, Solid Fuel and Heating Policy and gas safety performance along with notification of any non-compliance issue which is identified. This is so they have assurance that the policy is operating effectively in practice.
- 3.1.7 The SLT will receive reports at least quarterly, in respect of gas safety performance and ensure compliance is being achieved. They will also be notified of any non-compliance issue identified.
- 3.1.8 The board and SLT will receive regular updates via the compliance scorecard that will be reported by exception where there is any level of non-compliance relating to solid fuel performance and also be notified of any non-compliance issue identified
- 3.1.9 The housing teams will provide key support in gaining access to properties where access is proving difficult and use standard methods to do so. They will also facilitate the legal process to gain access as necessary.
- 3.1.10 It is the tenant's responsibility to seek written permission from the Association before installing a solid fuel appliance and, if such permission is given, the property will be added to the schedule of properties to be checked annually under this policy.

### **3.2 Competent Persons**

- 3.2.1 The Group will ensure that the Gas Manager responsible for operational delivery is appropriately qualified; holding a recognised gas safety management qualification, such as Level 4 VRQ in Gas Safety Management (if they are not Gas Safe Registered), or equivalent, and full membership of the Association of Gas Safety Managers (AGSM). If the competent person does not have appropriate qualifications already, these should be obtained as soon as reasonably practicable.

Progress Housing Group		Property Services			
Title:	Gas Servicing, Solid Fuel and Heating Policy				
Ref No:	GRPOLPS04	Reviewed:	30/01/2023	Version:	8

- 3.2.2 The Group will ensure that all of its own operatives and those employed by external contractors, hold and maintain Gas Safe accreditation for all areas of gas/LPG works that they undertake.
- 3.2.3 The Group will ensure that only suitably competent Gas Safe accredited contractors are procured and appointed to undertake works to gas/LPG fittings, appliances and flues.
- 3.2.4 The Group will ensure that where applicable, only suitably competent Oil Firing Technical Association (OFTEC) and/or HETAS accredited contractors are procured and appointed to undertake works to oil fired and solid fuel fittings, appliances and flues. HETAS is a not-for-profit organisation offering a “competent person” scheme for installers of biomass and solid fuel heating, approved registration for retailers and chimney sweeps, and a third party approval scheme for appliances and fuels.
- 3.2.5 **Other heating types** – the Group will ensure that where applicable, only appropriately qualified individuals/organisations, such as those with Micro Generation Certification (MCS), are procured and appointed to undertake works on ground or air source heat pumps, solar thermal and biomass heating systems.
- 3.2.6 The operational team with responsibility for delivery will check the relevant qualifications of in-house operatives or employees working for external contractors to ensure that all persons are appropriately qualified and accredited for the work that they are carrying out. These checks will be undertaken on an annual basis and evidenced appropriately.

## 4. POLICY

### 4.1 Obligations

- 4.1.1 The Gas Safety (Installation and Use) Regulations 1998 (as amended) 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

Progress Housing Group		Property Services			
Title:	Gas Servicing, Solid Fuel and Heating Policy				
Ref No:	GRPOLPS04	Reviewed:	30/01/2023	Version:	8

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;
- Keep a record of each safety check for at least 2 (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; and
- 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.

4.1.2 In addition, landlords must ensure that no gas fitting of a type that would contravene Regulation 30 (e.g. certain gas fires and instantaneous water heaters) is fitted in any room occupied or to be occupied as sleeping accommodation after the Regulations came into force. This includes any room converted into such accommodation after that time.

4.1.3 These obligations apply to both gas heating and liquid petroleum gas heating systems.

4.1.4 **Solid fuel appliances** - The Group will undertake an annual safety check of solid fuel appliances that it has installed or given written permission to a tenant to install. The annual check will be undertaken by a HETAS registered contractor on behalf of the Association in accordance with current regulations and good practice.

4.1.5 If the Group becomes aware of a solid fuel installation which has not been carried out by the Association, or for which consent was not sought by the tenant, then either:-

- backdated written permission will be given to the tenant and a safety check carried out immediately OR
- the tenant will be instructed to remove the appliance and the appliance rendered unusable in the meantime. The relevant Head of Service will then decide on the

Progress Housing Group		Property Services			
Title:	Gas Servicing, Solid Fuel and Heating Policy				
Ref No:	GRPOLPS04	Reviewed:	30/01/2023	Version:	8

reinstatement of the original heating appliance. The annual check will be undertaken by a HETAS registered contractor on behalf of the Group in accordance with current regulations and good practice.

- 4.1.6 A sample check of up to 10% of solid fuel appliance safety inspections will be undertaken by the Compliance Team to ensure that the quality of checks is achieved by the contractor.
- 4.1.7 **Other heating types** – with regards to all other heating types as set out in 1.2 of this policy, although there is no legal requirement for carrying out safety checks, the Group will complete regular safety checks for all properties with these heating types. The competent person will require appropriate qualifications in accordance with section 3 of this policy.

## 4.2 Policy Statement

- 4.2.1 The Group acknowledges and accepts its responsibilities under the Gas Safety (Installation and Use) Regulations 1998 (as amended).
- 4.2.2 The Group will hold accurate and up to date inspection dates and inspection records against each property it owns or manages electronically.
- 4.2.3 The Group will require the gas/heating engineers 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 (other than those properties not on the gas mains network). Additionally, these properties will be subject to sections 5.5 of this policy irrespective of whether they have a gas supply or not.
- 4.2.4 Where the Group does not hold responsibility for completing the annual gas safety check e.g. LilAC properties, leased properties etc. we will ensure that we hold evidence of compliance within our records.
- 4.2.5 The Group will ensure that each property requiring a gas/heating safety check and/or service will have a landlords' gas safety record (LGSR) or equivalent that has a completion date not more than 12 months following the completion date of the previous LGSR (or equivalent) relating to the property or installation date of new installations.
- 4.2.6 The Group will ensure that copies of all LGSRs/certification are provided to tenants within 28 days of completion or

Progress Housing Group		Property Services			
Title:	Gas Servicing, Solid Fuel and Heating Policy				
Ref No:	GRPOLPS04	Reviewed:	30/01/2023	Version:	8

displayed in a common area where necessary within 28 days of its completion.

- 4.2.7 The Group will cap off gas supplies to all properties when the property becomes void and a new tenant is not moving in immediately following the previous tenant leaving. This will be completed by the end of the next working day.
- 4.2.8 The Group will ensure that all new build properties have the gas supply capped off at handover, if the new tenancy is not commencing immediately at the point of handover. From February 2023 Shared Ownership properties may be excluded following approval at the Health & Safety Steering Group. If approved, the heating will be left on at low levels to expediate the sale.
- 4.2.9 The Group will ensure that gas safety checks are carried out prior to, or immediately following the commencement of any new tenancy (void or new build properties), mutual exchange and/or transfer and that the tenant receives a copy of the LGSR prior to, or immediately after moving in. The exception to this will be where the tenant does not have their own gas supply e.g. independent living schemes or shared supported living properties.
- 4.2.10 The Group will 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, issuing a gas safety certificate to confirm the necessary checks have been completed.
- 4.2.11 For tenants own appliances we will undertake the following checks:  
Gas Fire – if the tenant is able to provide evidence that the appliance has been safety checked by a Gas Safe Engineer in the last 12 months, a 5 point visual safety check (GSIUR 26:9 appliance checks) will be completed, this includes location, effectiveness of the flue, ventilation, operating pressure & heat input, operation so to ensure its safe functioning. If the appliance is found to be faulty and the tenant cannot provide evidence of a safety check then the appliance will be capped. in agreement with the tenant and a warning notice issued.



Progress Housing Group		Property Services			
Title:	Gas Servicing, Solid Fuel and Heating Policy				
Ref No:	GRPOLPS04	Reviewed:	30/01/2023	Version:	8

- 4.2.12 Gas Cooker / Gifted Gas Cookers – The Group will carry out a visual check of the appliances, if the appliance is found to be faulty it will be disconnected in agreement with the tenant, the pipework capped and a warning notice issued.
- 4.2.13 The Group are not responsible for the safety of freestanding appliances, including portable gas heating appliances.
- 4.2.14 If the tenant refuses to allow the engineer to isolate the appliance, the engineer will issue a warning notice, record on the certificate and make a report to Gas Safe in accordance with the Gas Industry Unsafe Situations Procedure (GIUSP)
- 4.2.15 The Group will test hard-wired smoke alarms as part of the annual gas safety check visit (or at void stage) or as part of the annual portable appliance testing programme (PAT). The Group will ensure that all properties have a hard-wired smoke alarm system in accordance with legislation. In some cases it may not be possible to install hard-wired detection in which case battery operated detection will be considered. Any properties not included on the gas safety programme will have the smoke alarms tested on a separate programme.
- 4.2.16 The Group will test CO detectors installed in all properties where required as part of the annual gas safety check visit (or at void stage) or as part of the annual portable appliance testing programme (PAT).
- 4.2.17 The Group will carry out an annual gas safety check to all properties where the gas supply is inactive (capped). This is to ensure that gas supplies have not been reconnected by the tenant.
- 4.2.18 In any instance where a property has a capped supply the Group will carry out welfare visits to determine whether the customer is in need of support, and to ensure the property remains capped and inform the tenant of what is required in order to reinstate gas at the property.
- 4.2.19 The Group will ensure that only suitably competent Gas Safe accredited engineers undertake gas or LPG works for the organisation. See section 3 of this policy for the competency required to carry out safety checks for other heating types.
- 4.2.20 The Group will remove any open flue gas appliances found in any rooms that are being used as bedrooms.

Progress Housing Group		Property Services			
Title:	Gas Servicing, Solid Fuel and Heating Policy				
Ref No:	GRPOLPS04	Reviewed:	30/01/2023	Version:	8

- 4.2.21 The Group will have processes and controls in place to ensure that consideration is made when letting properties to the suitability of the accommodation for the prospective customer with regards to gas/heating safety.
- 4.2.22 The Group will follow a legal process to obtain an injunction should any customer refuse access to carry out essential gas/heating safety related inspection and remediation works.
- 4.2.23 The Group will follow a legal process to obtain an injunction where customer vulnerability issues are known or identified whilst ensuring the organisation can gain timely access to any property in order to be compliant with this policy and safeguard the wellbeing of the customer (should all other support avenues have been unsuccessful).
- 4.2.24 The Group will establish and maintain a plan of all continuous improvement activity undertaken with regards to gas/heating safety.
- 4.2.25 The Group will ensure that where applicable all solid fuel, chimney stacks, oil fired appliances and flues are inspected and maintained at least annually and that this work is completed by a suitably competent engineer.
- 4.2.26 The Group will ensure that existing solid fuel appliances are removed as part of the void process
- 4.2.27 Where appropriate any compliance risks will be considered, mitigated or removed as part of any major refurbishment works or included in new development design briefs.

#### 4.3 Compliance Risk Assessment/Inspection Programmes

- 4.3.1 **Risk assessment** – the Group will establish and maintain a risk assessment for gas and solid fuel safety management and operations. This risk assessment will set out the organisations' key gas safety risks together with appropriate mitigations.
- 4.3.2 **CDM** - to comply with the requirements of the Construction, Design and Management Regulations 2015 (CDM) a Construction Phase Plan will be completed for all relevant works (see Health & Safety Policy).
- 4.3.3 **Domestic properties** – the Group will carry out a programme of annual gas/heating safety checks and services to all domestic properties, covering all heating types. This check

Progress Housing Group		Property Services			
Title:	Gas Servicing, Solid Fuel and Heating Policy				
Ref No:	GRPOLPS04	Reviewed:	30/01/2023	Version:	8

will include all gas/heating fittings, appliances and flues in the property and will be completed 12 months from the date of the previous LGSR/certification. This safety check is driven from the anniversary date of the most recent LGSR/certification which may have been carried out at the start of a new tenancy or following installation of new gas appliances.

- 4.3.4 The Group will continue to operate under the current legislative regime, but explore the potential benefits of the new changes introduced in April 2018 to Part F, Regulation 36 (3) of the Gas (Installation and Use) Regulations 1998 that provides landlords with some flexibility around the anniversary date of LGSRs. The new change allows the landlord to carry out a new gas safety check within 10 months and 1 day of the previous safety check and retain the original 12 month anniversary date of the previous LGSR, providing it does not exceed this 12 month anniversary date. This change is being trialled in supported living properties during the 2021/22 programme prior to full implementation.
- 4.3.5 **LILAC** - All LiLAC (a Private Finance Initiative) supported living properties are serviced by an external contractor (Morgan Sindall Property Services) which is currently utilising the changes introduced to Part F.
- 4.3.6 **Supported Living Properties** - the Group will carry out a programme of annual gas/heating safety checks and services to all supported living properties (where we have responsibility) in line with the domestic property programme (noted at 4.3.3) These installations may include catering equipment, boilers serving communal heating systems, combined heat and power systems, pressure vessels and water heating boilers (this will also apply to independent living schemes, as applicable).
- 4.3.7 **Communal Blocks and 'Other' properties** – the Group will carry out a programme of annual gas safety checks and services to all 'communal blocks' and 'other' properties (shops, offices, depots, etc.), where it has the legal obligation to do so. These checks will include all gas fittings, appliances and flues in the property and will be completed no longer than 12 months from the date of the previous LGSR/certification or as detailed within manufacturer's instructions. These safety checks and maintenance services will be carried out by a suitably competent engineer in accordance with the

Progress Housing Group		Property Services			
Title:	Gas Servicing, Solid Fuel and Heating Policy				
Ref No:	GRPOLPS04	Reviewed:	30/01/2023	Version:	8

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.

- 4.3.8 The Group will carry out where applicable a programme of annual safety checks and services to all oil fired and solid fuel systems. This check will include all fittings, appliances and flues in the property and will be completed no longer than 12 months from the date of the previous safety check and service or as detailed within manufacturer's instructions or industry best practice. These safety checks and maintenance services will be carried out by a suitably competent engineer in accordance with the manufacturer's instructions.

#### **4.4 Compliance Follow up Work**

- 4.4.1 The Group will ensure there is a process in place for the management of any follow-up works required following the completion of a gas/solid fuel/heating safety check.
- 4.4.2 The Group will test smoke alarms and CO Detection in all domestic properties as part of the annual gas/heating safety check.
- 4.4.3 A safety check will be carried out on completion of any repair and/or refurbishment works to occupied or void properties where works may have affected any gas fittings, appliances or flues.

#### **4.5 Contract Management**

- 4.5.1 Regular contract meetings will be held with all external contractors to review and monitor key performance indicators.
- 4.5.2 On at least an annual basis all qualifications and competencies will be reviewed (in line with those noted in section 3.2) for all areas of work they undertake on our behalf.
- 4.5.3 We will ensure that all external contractors are provided with up to date information relating to all relevant compliance areas.

#### **4.6 Record Keeping**

- 4.6.1 The Group will establish and maintain a core asset register of all properties that have an active or inactive gas supply or solid fuel appliance. This register will also hold data against each property asset of gas or other heating inspection and

Progress Housing Group		Property Services			
Title:	Gas Servicing, Solid Fuel and Heating Policy				
Ref No:	GRPOLPS04	Reviewed:	30/01/2023	Version:	8

servicing requirements, where applicable, for all domestic properties, communal blocks and 'other' property assets.

- 4.6.2 The Group will hold accurate and up to date inspection dates and inspection records against each property it owns or manages as follows:
- 4.6.3 Inspection dates and re-inspection records will be held electronically.
- 4.6.4 The Group will ensure the Gas Safe registered engineer records the details of all appliances and other equipment which is served by the gas/heating supply in every domestic property, communal block or 'other' property.
- 4.6.5 The Group will establish and maintain accurate and up to date records of all completed safety records, warning notices and associated remedial works and keep these for a period of not less than two years.
- 4.6.6 The Group will hold and maintain accurate and up to date records on the qualifications of all engineers undertaking gas/heating works for the organisation.
- 4.6.7 The Group will ensure processes and controls are in place to provide and maintain appropriate levels of security for all gas/heating safety related data.

## 5 REGULATORY STANDARDS, LEGISLATION, AND APPROVED CODES OF PRACTICE

- 5.1 **Regulatory Standards** - the application of this policy will ensure compliance with the regulatory framework and consumer standards (Home Standard) for social housing in England, which was introduced by the Regulator of Social Housing (RSH).
- 5.2 **Legislation** - the principle legislation applicable to this policy is 'The Gas Safety (Installation and Use) (Amendment) Regulations 2018 and Smoke and Carbon Monoxide Alarm (amendment) Regulations 2022. The Group 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. The Group is the 'Landlord' by virtue of the fact that they own and manage homes and buildings housing tenants/leaseholders through the tenancy, lease and license agreement obligations it has with the tenants/leaseholders.

Progress Housing Group		Property Services			
Title:	Gas Servicing, Solid Fuel and Heating Policy				
Ref No:	GRPOLPS04	Reviewed:	30/01/2023	Version:	8

5.3 While landlords are not required by legislation to check the safety of solid-fuel appliances annually, it is considered good practice and landlords should consider how best to gain access once a year to check safety, sweep flues and maintain appliances.

5.4 **Codes of Practice** - the principle approved codes of practice applicable to this policy are:

- ACoP L56 - 'Safety in the installation and use of gas systems and appliances' (4th edition 2013).
- INDG285 - 'A guide to landlords' duties: Gas Safety (Installation and Use) Regulations 1998 as amended by the Gas Safety (Installation and Use) (Amendment) Regulations 2018'.

5.5 **Sanctions** – The Group acknowledges and accepts its responsibilities in accordance with the regulatory standards, legislation and codes of practice and that failure to discharge these responsibilities properly could lead to a range of sanctions including prosecution by the Health & Safety Executive under the Health & Safety at Work Act 1974, prosecution under the Corporate Manslaughter and Corporate Homicide Act 2007 and via a serious detriment judgement from the Regulator of Social Housing.

5.6 **Tenants** – The Group will use the legal remedies available within the terms of the tenancy agreement, lease or licence should any tenant refuse access to carry out essential gas or solid fuel safety checks, maintenance and safety related repair works. This will be following 'legal proceedings'.

5.7 **Additional Legislation** – This gas and heating safety 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
- The Building Regulations in England & Wales
- 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
- Housing Scotland Act 2006

Progress Housing Group		Property Services			
Title:	Gas Servicing, Solid Fuel and Heating Policy				
Ref No:	GRPOLPS04	Reviewed:	30/01/2023	Version:	8

- Building (Procedures) (Scotland) Regulations 2004 and the Building (Scotland) Act 2003
- Data Protection Act 2018
- RIDDOR 2013
- Pressure Systems Safety Regulations 2000
- The Pressure Equipment (Safety) Regulations 2016
- Heat Network Regulations 2014
- The Air Quality (domestic Solid Fuels Standards) (England) Regulations 2020

5.8 A process is in place to identify changes to regulation and legislation through the Group's compliance reporting framework. Any changes relating to this policy will be highlighted and implemented, including a review of policy and procedural documents.

5.9 This policy also links to the following Group Policies:

- Health and Safety Policy
- Data Archival, Retention and Disposal Policy
- Business Continuity Plan (Dealing with Emergencies)

## 6. THIRD PARTY LANDLORDS

6.1 The Group currently leases a proportion of its premises from 3rd party landlords whereby the landlord is responsible for compliance with all statutory legislation. As a responsible landlord The Group has a duty of care to tenants in these properties therefore it is essential that we ensure these properties meet appropriate safety standards.

6.2 In order to satisfy ourselves that 3rd party landlords are fulfilling their compliance obligations, the Compliance team will monitor compliance for all these properties to ensure that they meet all relevant statutory obligation. To do this we will make enquiries with 3rd party landlords as statutory inspections reach their anniversary date.

6.3 We will ask the 3<sup>rd</sup> party for copies of certificates to be received by the anniversary date.

6.4 All certificates will be stored on the Compliance Management System (C365Cloud).

6.5 If evidence is not provided in a timely manner and the landlord is therefore unable to comply with their obligations, The Group will collaborate with the 3<sup>rd</sup> party landlord to establish a plan in order that

Progress Housing Group		Property Services			
Title:	Gas Servicing, Solid Fuel and Heating Policy				
Ref No:	GRPOLPS04	Reviewed:	30/01/2023	Version:	8

that the property remains compliant. This may result in the Group undertaking the inspection on the 3<sup>rd</sup> party landlord's behalf and recharging the 3<sup>rd</sup> party landlord

- 6.6 Performance will be reported quarterly within the compliance scorecard and also reported to Board quarterly.
- 6.7 Where an assessment identifies remedial actions are required we will contact the 3<sup>rd</sup> party and ask for confirmation that these actions have been completed. Email confirmation will be retained as evidence. If confirmation is not provided, this may result in the group undertaking the remedial works on the 3<sup>rd</sup> party landlord's behalf and recharging the 3<sup>rd</sup> party landlord. If the works are not covered by the lease agreement, then the Group will undertake the repairs as part of its obligations.
- 6.8 It is accepted that documents prepared by the superior landlord may not be the same standard as stated in the Group's policy principles. However, as long as assessments or inspections have been carried out by competent persons then it is to be considered that the inspection is suitable.

## 7. IMPLEMENTATION

### 7.1 Training

- 7.1.1 The Group will ensure that all operatives working for, or on behalf of the organisation have the relevant qualifications required for their role.
- 7.1.2 Group staff will undertake periodic assessments of training needs and resulting programmes of internal and/or external training will be implemented via the Health & Safety team.
- 7.1.3 All staff will have an understanding of gas and solid fuel safety checks and their roles and responsibilities in ensuring that we maintain full compliance.

### 7.2 Performance Reporting

- 7.2.1 Key performance indicator (KPI) measures will be established and maintained to ensure the Group is able to report on performance in relation to gas, solid fuel & heating safety.
- 7.2.2 KPI measures will be produced and provided at SLT level on a monthly basis and at Board level on a quarterly basis. With regards to solid fuel safety these will be reported by



Progress Housing Group		Property Services			
Title:	Gas Servicing, Solid Fuel and Heating Policy				
Ref No:	GRPOLPS04	Reviewed:	30/01/2023	Version:	8

exception. As a minimum these KPI measures will include reporting on:

**Data – the total number of:**

- Properties – split by communal blocks and ‘other’ properties;
- Properties on the gas/solid fuel & heating servicing programme;
- Properties not on the gas/solid fuel & heating servicing programme;
- Compliant properties with a valid ‘in date’ LGSR/certification; and
- Non-compliant properties where the LGSR/certification has expired and is ‘out of date’.
- Properties with a valid ‘in date’ Carbon Monoxide detector
- Properties where a Carbon Monoxide detector has expired and is ‘out of date’

**Narrative - an explanation of the:**

- Current position;
- Corrective action required, if any;
- Anticipated impact of any corrective action;
- The completion of any follow-up works; and
- Properties which are due to be serviced within the next 30 days. This is the early warning system.

7.2.3 The Group will carry out independent third party quality assurance audits of gas, solid fuel & heating safety checks, gas appliance services and gas appliance repair works. This will be a 5% sample of the total gas safety works carried out annually. In addition 100% of all certifications will be checked via the CORGI Compliance Document Management System (CDMS).

7.2.4 The Group will carry out an independent audit of gas/heating safety at least once every two years.

7.2.5 This audit will specifically test for compliance with regulation, legislation and approved codes of practice and identify any non-compliance issues for correction.

Progress Housing Group		Property Services			
Title:	Gas Servicing, Solid Fuel and Heating Policy				
Ref No:	GRPOLPS04	Reviewed:	30/01/2023	Version:	8

### 7.3 Non-Compliance/Escalation Process

- 7.3.1 Any non-compliance issue identified at an operational level will be formally reported to the Director (Property Services) in the first instance, as soon as this is identified.
- 7.3.2 The Director (Property Services) will agree an appropriate course of corrective action with the Head of Compliance in order to address the non-compliance issue and report details of the same to the Deputy Executive Director (or Chief Executive in their absence) within 24 hours.
- 7.3.3 The Deputy Executive Director or Chief Executive will ensure the Board are made aware of any non-compliance issue so they can consider the implications and take action as appropriate including notification to the Regulator of Social Housing, as necessary.

## 8. CONSULTATION

- 8.1 Colleagues within the organisation have been consulted on this policy. Previous reviews of this policy have resulted in a series of consultation meetings with the Customer Forum, however the amendments on this review do not require an input from tenants or customers so there is no consultation required for this review

## 9. REVIEW

- 9.1 This policy will be reviewed following the Group's standard three year timeframe or as a result of any legislative or regulatory changes.

## 10. EQUALITY IMPACT ASSESSMENT

- 10.1 An EIA has been completed and is in place for this policy.

Progress Housing Group		Property Services			
Title:	Gas Servicing, Solid Fuel and Heating Policy				
Ref No:	GRPOLPS04	Reviewed:	30/01/2023	Version:	8

## Appendix 1 – Glossary of terms

<b>ACOP</b>	Approved code of practice
<b>Building Regulations</b>	Unless the context otherwise requires, reference to 'Building Regulations' means those Regulations currently in force in England and Wales as well those applicable in Scotland (see <a href="http://www.gassaferegister.co.uk">www.gassaferegister.co.uk</a> for details of relevant Building Regulations).
<b>CDM</b>	Construction (Design and Management) Regulations 2015
<b>Duty holder</b>	Person who has duties under these Regulations.
<b>Gas engineer</b>	Competent person who carries out work on a gas system or gas storage vessel. This includes (but is not restricted to) any person who installs, services, maintains, connects, reconnects, disconnects, removes or repairs gas appliances or other fittings whether they are an employer, employee, self-employed.
<b>Gas Safe Registered</b>	All contractors and operatives must be competent and hold current and up to date Gas Safe registration
<b>Gas system</b>	all gas installation pipework, fittings and appliances as well as the provision of ventilation and flueing.
<b>GSiUR</b>	Gas Safety (Installation and Use) Regulations 2018 (as amended)
<b>HETAS</b>	Heating Equipment and Testing Approval Scheme
<b>IGEM/G/11</b>	Gas-industry-unsafe-situations-procedure - 2018
<b>IGE/UP/1A</b>	Institute of Gas Engineers Strength testing, tightness testing and direct purging of small low pressure industrial and commercial Natural gas installations
<b>OFTEC</b>	Oil Firing Technical Association.
<b>RIDDOR</b>	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013