



Gas Safety Policy

1.0 Introduction

- 1.1 This Policy outlines how Southern Housing will comply with the Regulatory Framework for Social Housing in England. With the requirement that Registered Providers must meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.
- 1.2 Southern Housing has an absolute duty under [Section 11 of the Landlord and Tenant Act 1985](#) to 'keep in repair and proper working order the installations in the dwelling house'.
- 1.3 Southern Housing has a specific duty under [Regulation 36 of the Gas Safety \(Installation and Use\) Regulations 1998](#). This duty means that any gas appliance in a property owned by Southern Housing that is rented to a tenant must be serviced and checked for safety within 12 months of its installation and within every subsequent 12-month period thereafter.
- 1.4 Southern Housing aims to protect the occupiers of its properties, visitors, staff, contractors, and the general public, from the risks associated with gas, so far as is reasonably practicable. This document sets out key policy objectives, performance measures and responsibilities to help protect those mentioned above from harm.

2.0 Scope

- 2.1 This Policy covers Southern Housing's responsibility for the servicing and safety checks of gas fuelled appliances, including their associated chimneys and flues. It applies to all residential and non-residential properties managed by Southern Housing where we hold the duty. It also applies to any newly built or acquired properties that may be brought into the organisation's ownership or management.
- 2.2 The Policy provides clarity to our employees, contractors, and partners on the expectations and how we will deliver our responsibilities with regard to gas safety.
- 2.3 Any reference within this policy to 'we', 'our', or 'us' refers to Southern Housing. The terms, 'you', 'their', and 'your', refers to residents.
- 2.4 We'll service, safety check, and repair all gas fuelled appliances and systems installed and owned by Southern Housing.
- 2.5 We'll complete safety checks on properties where there is an inactive gas supply, meter, or service pipe. Our duty of care may also extend to homes we manage on

behalf of others, depending on the arrangements in place, and properties managed by third parties such as external managing agents.

- 2.6 If we complete a service or safety check in a property where a resident has their own gas fuelled appliance such as a gas cooker or fire, we'll carry out a basic safety check on that appliance. Residents will remain responsible for the condition, safety, and repair of their own appliances.
- 2.7 We don't hold the duty of care in respect of gas appliances in leasehold or shared owners' homes with a lease greater than seven years.
- 2.8 We're completing a review of properties managed by external managing agents during 23/24. We will update this Policy as required in line with Building Safety Measures (BSM) reporting to the Regulator of Social Housing as part of the Tenant Satisfaction Measures (TSM).

3.0 Legislation

- 3.1 We intend to meet our obligations under the following legislation:

- [Landlord and Tenant Act 1995](#)
- [Health and Safety at Work etc. Act, 1974](#)
- [Management of Health and Safety at Work Regulations 1999](#)
- [Housing Act 2004](#)
- [Gas Safety \(Installation and Use\) Regulations 1998 as amended](#)
- [Smoke and Carbon Monoxide Alarm \(Amendment\) Regulations 2022](#).

4.0 Roles and responsibilities

- 4.1 The Executive Director of Operations oversees sign-off and agreement of all Health and Safety (H&S) policies and chairs the Health and Safety Group where new policies are agreed.
- 4.2 The Executive Director of Assets and Sustainability retains overall accountability for this Policy and implementation whereby the related management plan being a key instrument outlining specific processes and tasks by colleagues across the business.
- 4.3 The Executive Team is responsible for ensuring adequate resources are made available to meet the policy objectives. Southern Housing is the duty holder.
- 4.4 The Director of Asset Compliance is responsible for delivery of the key Policy objectives and for achieving the associated targets.
- 4.5 The Head of Heating Compliance is responsible for operational delivery, including the management of all contractors carrying out any works on gas appliances and fittings.
- 4.6 The Heating Compliance managers are responsible for the operational delivery.

- 4.7 The Director of Health and Safety will direct Southern Housing in meeting the requirements of relevant legislation and responsible for ensuring the Policy is reviewed and updated in line with legislation.
- 4.8 Colleagues across Southern Housing will support those above and contractors in gaining access to carry out gas-related work and inspections.
- 4.9 Residents are responsible for allowing access to their homes for annual gas safety inspection to be completed.

5.0 Key Policy objectives

- 5.1 We commit to the following:
- Ensuring all servicing, safety checks, installations, and repairs are conducted by an appropriately qualified professional registered with Gas Safe
 - Servicing and safety checking every gas appliance and associated system at least every 365 days
 - Completing a gas safety check at each change of tenancy, on first occupation, or re-occupation
 - Providing a comprehensive repair service for gas appliances, systems, and fittings
 - Keeping a copy of the Landlords Gas Safety Record (LGSR) for at least two years
 - Maintaining an 'Asset Register' of properties where we hold a duty to maintain appliances and installations
 - Completing an annual service and safety check, in addition to planned preventative maintenance on commercial rated gas appliances and installations.

6.0 Gas safety checks

- 6.1 Gas safety check certificates will be retained for two years from the last certificate date for all properties where we hold a duty. Or, otherwise in line with our Records and Data Retention Policy.
- 6.2 For domestic appliances a copy of the LGSR will be provided to residents within 28 days of the inspection. New or mutually exchanged residents will receive a copy as part of the occupation process.
- 6.3 For appliances serving blocks, schemes, or sheltered accommodation, the relevant officer for Independent Living, Supported Housing or Commercial Services will be responsible for displaying a copy of the certificate in the communal area. Alternatively, they must display a notice advising where a copy of the current certificate can be viewed.
- 6.4 Our gas contractors will complete annual planned preventative maintenance visits of commercial gas appliances and produce the following certificates:
- Plant commissioning servicing record
 - Gas Testing & Purging

- Gas Installation Safety Report.

6.5 Any issues that are identified during a gas service and safety check will be:

- Resolved at the time of the check, where the operative can do so, or
- Scheduled in for remedial work with an appropriate timescale for completion, or
- Recorded for later resolution as part of a planned schedule of maintenance work.

We'll let the resident know which option it will be.

6.6 If potentially dangerous appliances are discovered during a servicing and safety check, the gas contractor will follow the Gas Industry Unsafe Situation Procedure.

6.7 Our gas contractors will carry out visual checks on residents' own appliances such as gas cookers and gas fires, in addition, they will check the integrity of the flue. Any problems identified will be recorded on a warning notice issued to the resident. Where the problem is potentially dangerous, the appliance will be disconnected, and the supply capped off. Suitable advice on health and safety will be provided to the resident in this event. We are not responsible for repairing these.

6.8 We'll complete a gas safety check on all new build properties where we hold the duty of care upon first occupation.

6.9 We'll complete a gas safety check at change of tenancy, apart from when one or more of the existing residents remains in occupation. We will ensure new residents have access to a copy of the Landlords Gas Safety Record before they move in.

6.10 Where mutual exchanges are required, the officer arranging the signing over of the property must ensure the gas supply is capped before allowing the mutual exchange to happen.

6.11 Vacant properties will have their gas supply capped at the end of tenancy. They shall remain capped until re-occupation. On occasions it may be necessary to leave the gas supply live, where this is the case, weekly checks shall be undertaken to avoid potential issues.

6.12 New developments will follow the 'Pre handover Gas Boiler Actions', whereby rented properties shall have their gas supply capped prior to handover; they will be recommissioned on occupation. Units for sale shall retain a live gas supply and be checked on a regular basis until sold.

6.13 We'll provide a Carbon Monoxide alarm in each room containing a fixed combustion appliance (excluding gas cookers). The function of these will continue to be checked during future annual gas service and safety check visits.

6.14 We'll store all certificates centrally, in electronic format, linked to the relevant property record by Asset ID. Alternatively, a copy of the certificate will be held on the regional gas contractor's portal, linked to the relevant property record by Asset ID.

7.0 Access for gas safety checks

- 7.1 It's a condition of individual tenancy agreements that residents must, given reasonable notice, provide access for us to carry out works in their home.
- 7.2 We're obliged to make reasonable attempts to gain access to carry out the gas service and safety check. Our contractors will make and attend a minimum of two notified appointments before referring a property back to us if access isn't gained.
- 7.3 Properties referred to Southern Housing will follow a defined process to gain access.
- 7.4 We will take appropriate action to ensure we meet our legal and regulatory obligation to complete an annual gas service and safety check. If we're unable to gain access, we'll consider switching off the gas supply by capping the gas meter or taking legal action to gain access. We will take reasonable steps to track all properties where we know there is a capped gas supply.
- 7.5 We'll consider any special needs or vulnerabilities should this become necessary.
- 7.6 Where legal action is taken, we'll seek to recover any costs incurred.

8.0 Repairs

- 8.1 We'll provide a responsive repair service for gas fuelled appliances and systems where Southern Housing has the duty of care. These will be carried out in accordance with the relevant contractual timescales.
- 8.2 Residents can report a repair during normal working hours; we also offer an out of hours service for reporting emergencies.
- 8.3 Servicing is carried out on domestic and commercial installations. We may also operate a programme of boiler replacements and central heating improvements. Replacement programmes will be determined annually.
- 8.4 Where issues arise that would result in a resident being left without heating, our contractor will provide temporary arrangements. This will normally consist of a minimum of a fan or convector-type electric heater.
- 8.5 Temporary arrangements will be available during the winter period, or all year round for vulnerable residents.
- 8.6 We will not allow the use of portable LPG appliances by residents.

9.0 Performance reporting

- 9.1 Southern Housing will report compliance with this Policy using a set of performance measures as below:

Measure	Target	Reviewed by
% Properties with Gas Safety Record at the end of month reported	100%	Executive Team (Monthly) Property Health & Safety Group (Bi-Monthly) Board (Quarterly)

Performance measures

- 9.2 All LGSRs will undergo an electronic or manual validation to ensure they are compliant with regulations.
- 9.3 We'll undertake annual reviews of contractor health and safety procedures.
- 9.4 We'll undertake regular reviews of contractor compliance and performance in accordance with our Contract Management Framework.
- 9.5 Activities covered in this Policy are subject to periodic internal audit review.

10.0 Monitoring and quality control

- 10.1 Southern Housing will monitor implementation of this Policy using the following quality assurance measures:
- Minimum 5% onsite quality assurance audits on servicing, using Gas Safe registered consultants
 - Minimum 5% onsite quality assurance audits on new boiler installations, using Gas Safe registered consultants.
- 10.2 The above will ensure the work carried out by our contractors meets regulations and the right safety checks have been properly completed and documented.
- 10.3 We will operate a suitable and sufficient audit and assurance programme. This will help to provide reassurance on the quality of work and data linked to maintaining gas safety.

11.0 Policy implementation plan

- 11.1 Southern Housing will implement this Policy by way of a written Gas Safety Management Plan. This document will cover the following:
- Allocation of specific roles and responsibilities to staff and contractors
 - The means of populating and disseminating the LGSR register
 - The competences and responsibilities of contractors
 - Training requirements
 - Process is for incident management and emergencies
 - Arrangements relating to enforcement

- Technical specifications and protocols.

12.0 What we've done to ensure this Policy is fair

- 12.1 We've carried out an Equality Impact Assessment to consider the positive and negative impacts this Policy may have on people with protected characteristics under the [Equality Act 2010](#).
- 12.2 We recognise some residents, prospective residents, and those wishing to access our services may need adjustments due to a language barrier, disability, cultural need, or vulnerability. In these circumstances, in line with our [Reasonable Adjustments & Vulnerable Needs Policy](#), we'll work with residents to ensure we consider their specific needs, on a case-by-case basis, provided it doesn't compromise health and safety to individuals or homes. This includes working in partnership with other agencies to ensure we manage and mitigate any known risks of safety and wellbeing.
- 12.3 We aspire to embed diversity and inclusion within the culture of our business activities.

13.0 Review

- 13.1 We'll review this Policy to address legislative, regulatory, best practice, or operational issues.

Policy controls

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