

## **1. Purpose**

This policy sets out how RMHS will meet its legal duties and ensure the safety of residents, staff, and contractors in relation to gas installations and appliances in properties it owns or manages.

## **2. Legal and Regulatory Framework**

RMHS complies with the following legislation and guidance:

- Gas Safety (Installation & Use) Regulations 1998
- Gas Safety (Management) Regulations 1996
- Health & Safety at Work etc. Act 1974
- Landlord & Resident Act 1985
- Housing Acts 1985 and 1988
- Housing (Scotland) Act 2006 Tolerable Standard and Repairing Standard
- Renting Homes (Fitness for Human Habitation) (Wales) Regulations 2022
- Management of Health & Safety at Work Regulations 1999
- Workplace (Health, Safety & Welfare) Regulations 1992 (as amended)
- The Housing Act 2004
- Approved Code of Practice and Guidance (L56) – HSE
- Control of Substances Hazardous to Health Regulations 2002 (section 121)
- Pressure System Safety Regulations 2000 (PSSR)
- Environmental Protection Act 1990
- Building Regulations Document G (sections 2 and 3)
- Water Supply (Water Fittings) Regulations 1999
- Smoke and Carbon Monoxide Alarm (England) Regulations 2015
- Gas Safety (Installation and Use) Regulations 1998 (as amended)

## **3. Policy Statement and Approach**

We are committed to ensuring that:

- All gas appliances, installations, and flues in our properties are safe.
- Residents and other occupants are not exposed to risk from gas-related faults.
- We meet and exceed our legal obligations for gas safety through robust management, monitoring, and continuous improvement.

The Chief Executive Officer (CEO) is the designated Responsible Person for ensuring the organisation complies with this policy and meets all relevant regulatory requirements.

#### **4. Principles**

- Compliance: 100% compliance with annual Landlord Gas Safety Records (LGSR).
- Prevention First: Issues are addressed before they become hazards through proactive inspection and servicing.
- Access: Reasonable steps, including legal action where necessary, will be taken to gain access for servicing.
- Communication: Clear and timely communication with residents to arrange access and explain safety processes.
- Competence: Only Gas Safe registered engineers are employed or contracted.
- Records: Robust records will be kept for all properties and updated in real time.

#### **5. Operational Specifics**

- All gas appliances and flues will be serviced and inspected at least every 12 months.
- A valid LGSR will be issued and a copy provided to the resident within 28 days.
- All newly purchased properties with gas appliances and flues will be serviced and inspected before the resident moves in.
- For all new properties, gas fires and gas hobs/cookers will be removed on purchase and alternatives installed and gifted to the resident
- New residents will be given a copy of the LGSR before moving in.
- Any gas appliance found to be unsafe will be disconnected and remedial action taken immediately. If a gas fire, hob or cooker has been deemed unsafe, it will be replaced with an electric alternative.
- A central gas safety register will be maintained for all relevant properties.
- GasElec (contractor) holds a schedule of all properties and due date of inspections.
- Appointments will be proactively managed by our contractor, with reminders, rebooking attempts, and escalation protocols for no access.
- The Contractor will check with Carbon Monoxide, Heat and Smoke Detectors during the Gas Safety inspection.

Properties without valid LGSRs will be escalated to Senior Management within 24 hours.

- Where a property becomes void due to resident going into care or passing away, the next of kin is responsible for the property for a period of time, in which time inspections may become due and compliance checks must continue to be carried out. In these cases the Property Services Team should contact the next of kin to arrange access.

- Any property undergoing a refurbishment, which is not tenanted, does not fall under the remit of this policy.

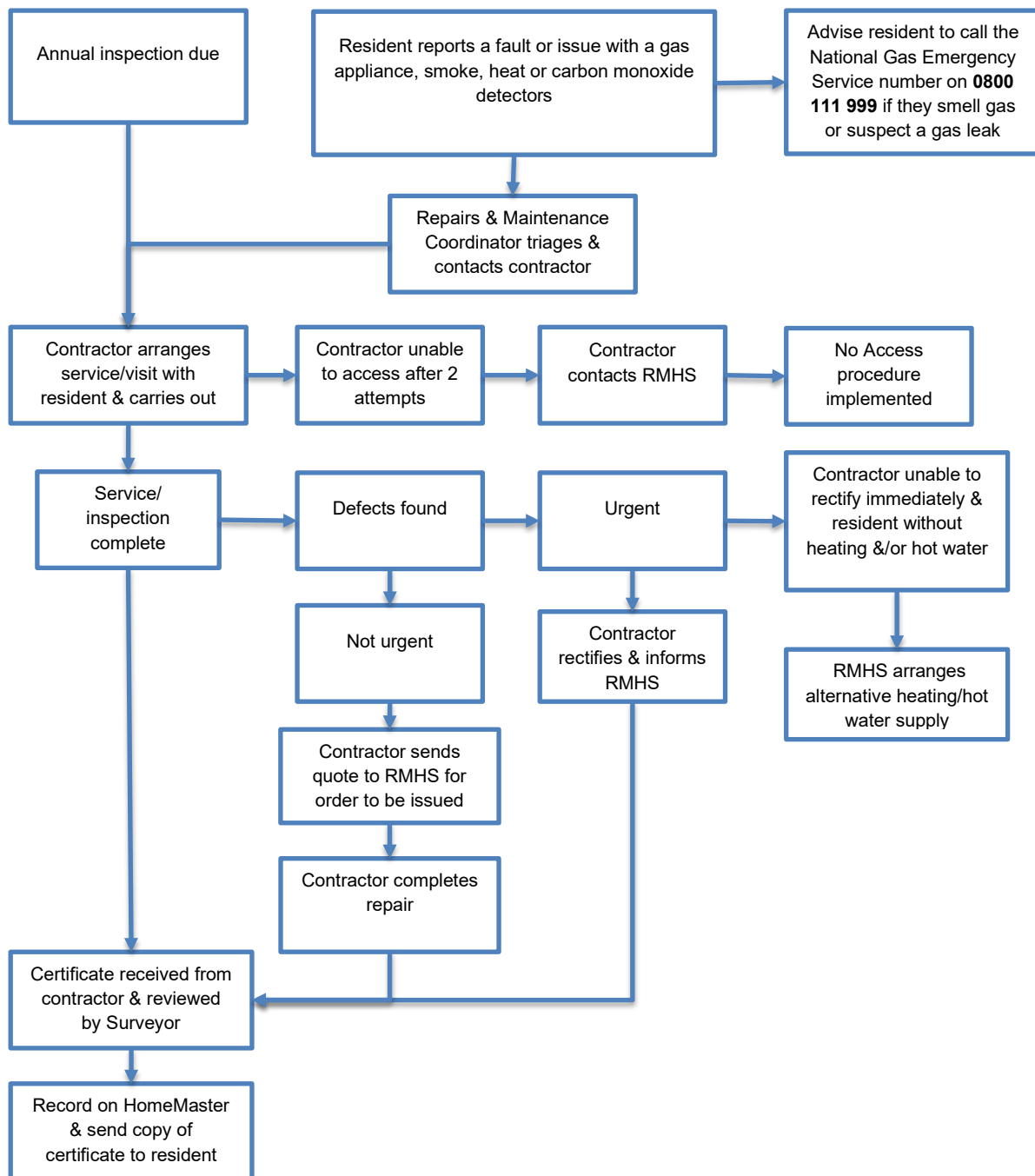
## **6. Monitoring and Record-Keeping**

- The Homemaster database will be maintained showing LGSR status for all properties.
- Monthly compliance reports will be reviewed by the Compliance Officer, or Repairs & Maintenance Coordinator, and shared with the Head of Property Services, including no access cases, which will be tracked until resolved. Exceptions to CEO via monthly 1:1s
- Compliance levels will be reported quarterly to the Board, including any no access cases.
- Non-compliance and no-access cases will be logged with reasons, attempts to resolve, and legal action taken.
- All certificates, remedial work and service records will be reviewed by the Compliance Officer/Repairs and Maintenance Coordinator and then the Property/Maintenance Surveyors.
- Records will be retained for at least 6 years.
- Lessons learned from legal cases or complaints will be used to improve future approaches.

## **7. Approach to No Access**

- Appointments for gas safety checks will be booked at least 8 weeks before the due date.
- Residents will receive a telephone call or email confirming the appointment and the importance of access.
- If access is not gained, up to two further appointment attempts will be made.
- If access is still not gained, the case will be escalated to the RMHS Housing Management Team for investigation and discussion with the resident.
- Where non-access issues are ongoing, the Housing Management team will work with the resident, their family or carers if appropriate and the Property Services Team, to put in place measures to support access in the future.
- A legal Notice of Seeking Access will be issued where appropriate.
- Where all efforts fail, RMHS will apply to court for an injunction or warrant to gain access.
- All steps will be clearly recorded, and properties with overdue inspections flagged for senior review within 24 hours.

## 8. Procedure (Flowchart)



## **9. Version Control**

**Version:** 1.0

**Review cycle:** Every 3 years unless there is a significant incident or a change to regulations

**Approval Date:** September 2025

**Review Date:** September 2028