



# Gas Appliance and Heating Safety Policy

Company No: 11567414  
Registered Provider No: 5094  
Version 1.0 – May 2026

## Simply Affordable Homes RP Limited (SAH)

### GAS APPLIANCE AND HEATING SAFETY POLICY

#### 1. Introduction

2. At Simply Affordable Homes (**SAH**), we want our customers to feel happy and safe in their homes. The policy demonstrates how SAH will meet its statutory requirements for undertaking landlord gas safety checks as set out by the Gas Safety (Installation and Use) Regulations 1998 and its safety responsibilities for other carbon monoxide producing appliances. SAH takes a zero-tolerance approach to non-compliance with its statutory duties.

2.1 This policy applies to all heating, hot water and cooking appliances for which SAH has ownership of responsibility, including but not limited to:

- Gas-fired appliances, flues and pipework
- Electric heating systems (including electric radiators and immersion systems)
- Air Source Heat Pumps (ASHPs)
- Oil-fired heating systems
- Solid fuel appliances

#### 3. Policy Statement

3.1 SAH is committed to ensuring the safety of residents, staff, partners, and the wider community who may be affected by the installation of gas appliances, associated flues and pipework or other types of heating appliances (for which we are responsible) in properties that we own or have a responsibility for managing.

3.2 There are risks associated with gas installations and appliances through leaks of natural gas, which is highly flammable and explosive and from all appliances which produce carbon monoxide emissions, which are toxic and potentially fatal if build-ups occur.

3.3 The requirements for undertaking the Landlord Gas Safety Record (LGSR) are defined by the current version of the Gas Safety (Installation and Use) Regulations 1998. All landlords have a legal responsibility to comply with these regulations which are enforced by the Health and Safety Executive (HSE).

3.4 To meet these requirements and to ensure the safety of solid fuel and oil appliances and flues, we will ensure that a specific contract is in place employing suitably

registered specialist contractors (e.g. Gas Safe, HETAS, OFTEC) to undertake work on systems and appliances for which we are responsible. This allows for servicing and associated installation works and covers all aspects of repair and safety inspections. These contracts will also extend to all homes with appliances that have the potential to produce carbon monoxide.

- 3.5 SAH will ensure that all gas appliances, pipework and flues for which it is responsible are maintained in a safe condition at all times, in accordance with Regulation 36 of the Gas Safety (Installation and Use) Regulations 1998.
- 3.6 Smoke alarm provision, testing and compliance are managed in accordance with SAH's Property Maintenance & Compliance Policy and associated fire safety arrangements.
- 3.7 SAH (via our Property Managers) will assist and work with residents to help educate and provide advice on fuel tariffs and energy efficiency. We will seek to support residents where appropriate and direct them to appropriate partner agencies offering support, including accessing funding etc. We will consider resident and wider family group welfare and vulnerability needs when dealing with works covered in this policy.

#### **4. Legislation**

4.1 This policy is informed by, but not limited to the following legislation and guidance:

- Health and Safety at Work etc. Act 1974
- Gas Safety (Installation and Use) Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Gas Safety (Management) Regulations 1996
- Housing Act 2004
- The Electrical Equipment (Safety) Regulations 1994
- The Electricity at Work Regulations 1989

#### **5. Definitions**

- 'SAH/SAH' refers to the SAH RP Limited.
- 'Property Managers' refers to Pinnacle Group Ltd

6. Heating appliance - for this policy a heating appliance is any piece of equipment that can heat air or water for raising the temperature of a room.
  - Health and Safety Executive (HSE) - the UK's national regulator for workplace health and safety, preventing work-related death, injury, and ill health by enforcing health and safety law.
  - Landlord Gas Safety Record (LGSR) - a legal document providing proof of an annual gas safety check performed by a Gas Safe registered engineer.
7. Cooking appliances (this includes hobs and freestanding cookers).
  - Relevant premises - Those occupied for residential purposes under either a licence, a tenancy agreement for a set term, or a lease as defined in the regulations.

## 8. Responsibilities

8.1 The responsibilities for Board, management and staff regarding gas safety are laid out below.

### 8.1.1 The Board

8.1.2 The Board holds ultimate legal responsibility to ensure that the quality and safety of homes is monitored and maintained. Performance information (*such as % of gas safety checks carried out within the year*) relating to the application of this policy is presented to and reviewed by the Board on a quarterly basis or more frequently where risks or non-compliance are identified.

### 8.2 Executive Team

8.2.1 The Chief Executive is the organisation's designated Responsible Person, with overall accountability for statutory compliance, plus ensuring that adequate physical and financial resources are made available to enable the objectives of this policy to be met.

8.2.2 The Chief Executive may delegate operational responsibility to a member of the Executive Team, however, for avoidance of doubt accountability remains with the Responsible Person.

8.2.3 Oversight and performance are monitored regularly by the Executive Team through management information reports.

### 8.3 **Director of Operations**

8.3.1 Heating appliance/installation safety is the responsibility of the Director of Operations, who will take the lead responsibility for on behalf of the Executive in implementing this policy.

8.3.2 Responsibilities include ensuring:

- That appointed Property Managers managing this provision are suitably competent and trained.
- The appropriate allocation of resources (financial and staff) to implement the Gas Appliance and Heating Safety Policy and ensuring reporting and management mechanisms are in place to demonstrate compliance and monitor performance.

### 8.4 **Head of Housing**

8.4.1 The Head of Housing is the person with operational oversight of this policy and will take the lead in managing day to day activity including planning and the allocation of agreed resources accordingly. They will be supported by various qualified staff (our Property Managers) in undertaking these duties and will generally be viewed as the 'responsible person'. This role will ensure that approved processes are followed and are compliant with current legislation and general good practice/guidance. The role will arrange and manage reviews as necessary to demonstrate compliance and adherence to agreed procedures etc.

### 8.5 **Property Managers**

8.5.1 Our Property Managers (Pinnacle) have delegated responsibility for the day to day operational delivery and general daily compliance with this policy, which extends to arranging awareness training for all staff involved in this work, the provision of suitable, timely and regular information to management and residents, plus maintaining and monitoring of a competencies to identify skills, training and experience of those involved in managing/supervising works covered by the scope of this document. They shall also ensure that all contractors responsible for delivering

the works are notified of the requirements and their responsibilities under this policy.

8.5.2 SAH will seek assurance from its Property Managers that staff involved in gas and heating compliance are suitably qualified and competent. Evidence of qualifications, training and competency will be provided to SAH upon request and reviewed as part of contract management and audit processes.

8.5.3 Property Managers are also responsible for planning quality and audit processes, implementing corrective actions, monitoring areas of concern and escalating any risk issues to senior managers. Our Property Managers will ensure that suitable and sufficient checks are made regularly to ensure compliance with agreed processes and policy and only alter or amend such processes/documentation having obtained appropriate authorisation to do so from SAH.

#### 8.6 **Contractor's Responsibilities (via our Property Managers)**

8.6.1 Contractors have a responsibility to identify on the Landlord Gas Safety Certificate (LGSR) or other certification any unsafe resident owned appliances and advise the resident of any remedial actions required. SAH service and maintain resident's gas fires which are served by a flue owned by SAH. Contractors will advise residents of remedial actions required and immediately notify SAH and the Property Managers where an appliance is classified as Immediately Dangerous or At Risk.

8.6.2 Contractors must record on the LGSR any unsafe or non-compliant resident-owned appliances, including gas cookers. Whilst SAH is not responsible for the maintenance of resident-owned gas appliances, it retains responsibility for any installation pipework, chimney or flue serving such appliances unless these serve that appliance exclusively.

8.6.3 Where there are concerns about immediate safety and access cannot be gained the matter should be referred immediately to the gas transporter and SAH informed.

8.6.4 The contractor will undertake work in accordance with the specific requirements set out in the Heating, Servicing, Installation & Repairs contract.

8.6.5 A landlord gas safety record will be completed by the contractor at the change of tenancy, where a gas supply is installed and in the following situations:

- Where any repair or maintenance is carried out on a gas appliance, gas installation or any gas pipework or flue.

- Where any repair or building work to chimney or flue that could cause a blockage or damage to a flue is undertaken, this may extend to certain roofing and chimney repairs.
- Where cavity wall insulation, double glazing, or installation of mechanical ventilation including an extractor fan may cause a detrimental effect to the ventilation of an open-flue gas appliance.

8.6.6 It is the contractor's responsibility to inform SAH staff immediately should there be a need to cap-off a gas supply, no matter what the reason (e.g. due to a property becoming void or an immediate safety issue). The contractor is also required to immediately inform SAH if a gas meter has been removed at the resident's request. In these instances, an assessment will be undertaken by our Property Managers and a gas engineer to assess the impact of the action on the household and to agree remedial measures required.

8.6.7 Installers will notify the "Gas Safe Register" for gas contractors' registration of any new installation or exchange of a gas appliance. They in turn must notify Building Control within 30 days as appropriate.

8.6.8 Appropriate certification will be issued following the annual servicing and safety inspection of any solid fuel, oil-fired, electric heating system or air source heat pump capable of producing carbon monoxide, or as otherwise recommended by the manufacturer, whichever is more frequent.

8.6.9 The contractor will report any instances of damp, mould or condensation, or other specific hazards observed including issues of resident vulnerability/safeguarding which is a cause for concern. Notification to be provided to SAH by email within one working day issue(s) observed.

8.6.10 Contractors will visually check the presence and operation of carbon monoxide detectors during annual servicing visits and report any defects or missing alarms to SAH via the Property Managers.

## 8.7 Residents

8.7.1 Residents have a responsibility to:

- Provide access to enable the landlord gas safety check or any service or safety inspection to be undertaken. Failure to allow access will ultimately lead to court

action and the reclaiming of any associated costs as applicable including no-access visits by contractors.

- Immediately report any concerns with gas appliances, flues, or installation pipework, turning off gas supplies and appliances in hazardous situations and keeping them turned off until checks have been carried out by a competent person.
- Not to cover their carbon monoxide and smoke alarms. Residents need to ensure that any CO alarms and smoke alarms which are mains or battery powered are working and if not to report to our Property Managers for repairs/replacement.
- Not undertake, arrange, or allow any work on gas installations in their home, including the removal of utility meters without consent from SAH. If SAH consent is given all work must be carried out by engineers registered with “Gas Safe” and a copy of the LGSR provided to SAH on completion.
- Find out their obligations and operate and maintain their appliance in a safe order and keep in a good state of repair.
- Operate appliances safely and in accordance with manufacturers’ instructions.
- Not to use any carbon monoxide producing equipment within their home (includes balcony) such as indoor barbeques etc.
- Not refuse or prevent works to allow an appliance or installation to operate safely.
- Not to use any appliance or installation that has been identified as dangerous or inappropriately modified.
- Meet the costs of recharges raised where appropriate for any willful damage or relevant rechargeable repairs.
- Not to install any heating or hot water appliance or undertake works to any installations without first obtaining approval from SAH and then only use appropriately accredited contractors should work be approved.

- Comply with the 'At Risk' procedure should one of their appliances be classed as dangerous.

8.7.2 Residents must supply all relevant certification on completion of authorised works. A decision will be made regarding the future maintenance and servicing of any resident's own, installed appliance. Where the installation has been approved by SAH, in most cases it will be maintained and replaced by SAH.

8.7.3 Residents are informed, and reminded periodically of these responsibilities, through communications and interactions with our Property Managers, and through SAH communications such as our Annual Report.

## 9. Key Principles

9.1 As an organisation, SAH has responsibilities and obligations as set out below. We will therefore:

- Ensure annual landlord gas safety checks are carried out at intervals of not more than 12 months by a Gas Safe registered contractor. Safety checks are conducted annually for other types of heating appliances by appropriately qualified engineers.
- Ensure that carbon monoxide alarms are installed in accordance with current legislation in all relevant rooms and tested at the start of each tenancy.
- Ensure that only contractors / engineers with the relevant qualifications (Gas Safe Registered/HETAS/OFTEC etc.) work on gas, oil and solid fuel installations and appliances that are owned and maintained by SAH.
- Ensure a Landlord Gas Safety Record (LGSR) check is carried out at each change of SAH tenancy, and a copy of the appropriate certification issued to the incoming resident prior to occupation.
- Ensure that any gas appliance, pipework, or flue is repaired and maintained to approved standards.
- Procure and manage contractors appropriately via our property managers, including a list of engineers qualified to provide the service, any changes to be notified at contract management meetings.

- Keep detailed computerised information (for at least 2 years) of all landlord safety records and monitor performance to ensure compliance.
- Regularly publicise the risks associated with heating and hot water appliances that produce carbon monoxide to residents.
- Reconcile our records with those held by the contractor monthly.
- Issue residents with a copy of the LGSR within 28 days of it being completed.
- Provide a copy of the current LGSR to new SAH residents or exchanging residents.
- Ensure appropriate and regular gas safety awareness training is provided to all relevant staff.
- Employ suitably qualified and competent staff to manage the contract and oversee the works.
- Provide servicing and EICR certification for residents with electrical heating systems.
- Encourage staff to be alert to the danger signs from gas appliances and other carbon monoxide producing heating as part of their routine duties and visits and have a clear process for reporting concerns.
- Implement and maintain a third-party audit process that will provide reports on the performance of the Gas Safe contractor and carry out sample checks to assess the quality of on-site work undertaken.
- Report on overall performance including any risks or non-compliance to all key stakeholders on a quarterly basis.

## 9.2 Repairs and Faults

- 9.2.1 Any repair, defect or fault found as part of the gas safety check or other service visit will be dealt with according to its respective priority. The process for rectifying repairs includes:

- Scheduling repairs according to appropriate timescales and informing residents of the anticipated date for completion.
  - Repairing or making good issues at the time of the landlord gas safety check/service visit where this is appropriate to do so.
  - Recording any actions/non-conformities and informing the responsible person.
  - Taking appropriate action to leave the installation in a safe manner if the fault or repair is unable to be completed at the time.
- 9.2.2 Any gas appliance that fails a landlord gas safety check or other type of service visit and cannot be repaired will be disconnected from its fuel supply, a warning sticker affixed to the appliance informing not to use and the appliance replaced in accordance with agreed replacement timescales.
- 9.2.3 In the event of a heating appliance needing to be disconnected and resulting in a loss of heating and hot water we will make an assessment to ensure that the resident and households welfare needs are met appropriately. This will usually be through the provision of temporary heating and suggested alternatives for hot water however, where we are unable to meet welfare needs of the household in a reasonable timescale, we will consider other measures in line with our Temporary & Permanent Move (Decant) Policy. Compensation for the temporary heating running costs will be considered based on the current rate applicable.
- 9.2.4 SAH will monitor and report on the number of properties where a gas supply or appliance has been capped or disconnected, the reasons for this, and the mitigation measures put in place to support residents, including welfare checks, temporary heating or hot water provision, and alternative accommodation where required. This reporting will give particular consideration to vulnerable residents and cases of prolonged disconnection and will be reviewed by the Executive Team and reported to the Board on a quarterly basis.
- 9.2.5 Repairs and replacements will be carried out in accordance with the timescales set out in the Property Maintenance and Compliance Policy, Inspection & Maintenance Standard and manufacturers' recommended instructions, and any relevant legislation such as the Right to Repair Scheme.
- 9.2.6 It is our stated aim that all gas boilers will be replaced in accordance with our current investment priorities.

9.2.7 We will consider value for money when deciding to replace or repair appliances/systems, pipework, and fittings and when specifying new heating appliances and materials.

9.2.8 We will attend to all faults and repairs according to our stated repairs priorities. We will operate a comprehensive 'out of hours' service through our appointed contractor to provide emergency repairs 365 days per year.

### 9.3 **Lettings and mutual exchange properties**

9.3.1 In all cases, properties with a gas installation will be inspected and a valid LGSR issued to the incoming resident as part of the empty homes and reletting process. No property will be let without a valid LGSR.

9.3.2 As properties become void, arrangements will be made for our nominated gas contractor to disconnect the gas supply on the outlet side of the meter by either inserting an isolating disc or capping-off the pipework. In addition, any pipework fitted with a bayonet fitting, i.e., a cooker outlet, will be capped or plugged off.

9.3.3 Where there is a change in tenancy through a mutual exchange the landlord gas safety check is carried out on the day that the new resident moves in.

### 9.4 **Access for safety checks and repairs**

9.4.1 Every effort will be made to arrange a convenient time and date with the resident for access to complete the works. Appointments will be made, and written notice provided in accordance with our access procedure. In cases where access is denied after re-arranged appointments and following written notifications of potential legal action, we will seek an injunction to gain access and where appropriate charge for multiple missed no-access attempts.

9.4.2 To facilitate potential access issues and ensure that access can reasonably be achieved ahead of the certificate anniversary, the process for seeking appointments for the annual service will commence 10 months after the previous service.

9.4.3 It is a condition of the Tenancy Agreement that residents must provide access for a landlord to undertake safety check/inspections and works. Specific details are set out in the Tenancy Agreement.

9.4.4 We consider innovative ways to gain access. Where we do seek legal intervention our preferred first option is the use of court injunctions.

- 9.4.5 We recognise that in certain cases there may be underlying issues that contribute to access problems which may relate to a support need, language, or specific tenancy management problems. In these circumstances, we will work with the residents and other agencies to overcome these matters sensitively, but we will continue to pursue legal action where cases are overdue. The access procedure highlights the need to take a balanced and sympathetic approach but not compromise or unduly delay the legal process. It is SAH's policy not to cap gas supplies where there are access issues or where debt is found on the meter. However, this may be varied in exceptional circumstances, subject to a documented risk assessment and approval by the Executive Team.
- 9.4.6 Every reasonable effort will be made to reinstate a safe working installation. Should there be ongoing delay and a concern for general safety then the engineer, in conjunction where required with SAH, will assess risk based on the history of repairs to the appliance/installation, age of the installation, the manufacture's instruction, likelihood of damp and mould, resident vulnerability, time of year and all other associated hazards relevant. The [Gas Industry Unsafe Situations Procedure](#) will be followed as appropriate and should there be a risk that needs immediate action contact will be made to the National Gas Emergency helpline.
- 9.4.7 Following the disconnection of any appliance SAH will follow the relevant, agreed procedure which will include:
- (a) Informing the resident why their gas will/has been capped and how and when it will be uncapped.
  - (b) Provision of alternative heating, hot water, and cooking appliances where necessary.
  - (c) Regularly checking-in on the welfare of the resident and reassessing risk.
  - (d) Recording details of the reasons for any loss of heating on a central database and the ongoing support in place/offered.
  - (e) Ensure such cases are subject to regular review.
- 9.4.8 Should it not be possible to undertake an annual gas safety check on an appliance that is overdue for its annual service, due to a resident being in arrears on their gas account and therefore no gas being available, we will work with the resident to reestablish the gas supply, this may involve directing the resident to other support

agencies or in some cases us clearing the debt on the meter in order to carry out the necessary safety tests etc. In cases where a test is not possible a risk assessment will be undertaken as described throughout the policy.

9.4.9 If a resident has requested the gas supply to be capped off or for the meter to be removed without seeking approval from SAH first, and this resulting in inadequate provision of heating or hot water then legal action may commence due to a breach of tenancy conditions. In all cases the resident must seek approval from SAH before requesting the removal of a gas meter or the capping of a supply.

9.4.10 Where a lack of heating or hot water is resulting in any of the following, then legal action may be required. In most cases proactive engagement and assistance will avoid the need for any legal action. In all cases the resident must seek approval from SAH before requesting the removal of a gas meter or the capping of a supply.

- A vulnerable resident being at risk and action is required to protect the resident from serious harm as a result of a complete lack of heating or hot water.
- Causing damage to the fabric of the property e.g. through severe damp, mould or condensation leading to greater frequency and higher costs of repairs.
- Creating a high risk of fire (e.g. through use of Calor gas heaters or other inappropriate heating that is not allowed under the tenancy agreement and having been instructed to desist from this use).
- The serving of a local authority notice citing a hazard under HHSRS which puts SAH at risk of prosecution and the only way for SAH to comply with the notice is to have the gas meter reinstated or uncapped; or for SAH to provide suitable alternative heating solutions such as electric heating.
- Where the organisation has been instructed that they are breaching their H&S or legal obligations and face prosecution of the organisation or key staff/board members or lead to regulatory action as a result of not having a suitable form of heating and / or hot water provision, and the continued refusal to allow SAH to install suitable temporary alternatives.
- SAH's buildings insurance being cancelled as a result of the resident's breach.

**In all cases the resident must seek approval from SAH before requesting the removal of a gas meter or the capping of a supply.**

9.4.11 In instances where a live gas supply is present, but where no gas meter is installed (where the meter has been removed and the gas supply capped, suitable

alternative provision of heating and hot water are in place and there is no assessed risk), a visual check will be undertaken annually of any live gas pipework and an LGSR issued. Any heating appliance fitted will be capped to prevent its use, should a gas meter be subsequently installed without notifying SAH. A warning notice will be affixed to all appliances informing residents of the need to contact SAH prior to any reconnection of a meter.

## 9.5 **Documentation**

9.5.1 Electronic property databases, maintained by our property managers, record the heating type present in each property and details dates of previous landlord gas safety records. These databases are the definitive information source for annual gas safety checks. These databases are maintained to keep up to date with property changes and new appliance details and back-ups are held as appropriate.

## 10. **Supporting documents**

10.1 This policy is supported by the following SAH policies

- Health & Safety
- Responsive Repairs
- Temporary Move & Decant
- Equality, Diversity & Inclusion
- GDPR
- Access Procedure
- Property Maintenance and Compliance Policy
- Inspection & Maintenance Standard

## 11. **Policy Review**

11.1 SAH will review this policy every two years or earlier if there are legislative changes, customer feedback organisation changes within SAH or if SAH has operational issues requiring policy review.



### Appendix 1 – Revision History

| <b>Date</b> | <b>Version</b> | <b>Comments / Changes</b>         |
|-------------|----------------|-----------------------------------|
| 12/05/2026  | 1.0            | Initial version approved by Board |
|             |                |                                   |

