

1 Introduction

1.1 Stockport Homes Group (SHG) has a duty and a legal responsibility to ensure that gas heating systems, appliances and pipework within all buildings and properties under its control are maintained so that they are safe for use. SHG recognises that the provision of an annual gas safety check, the servicing of gas appliances and the testing of gas pipework are essential in meeting those responsibilities.

1.2 This policy seeks to explain SHGs approach to managing gas safety and maintaining Landlord gas appliances and pipework.

2 Scope

2.1 The scope of this policy seeks to explain SHGs approach to managing gas safety and the delivery of a gas safety check, service and testing regime as required under the Gas Safety (Installation & Use) Regulations 1998, regulation 36(9) - Landlords Responsibilities.

2.2 This policy applies to all gas heating systems, appliances and pipework within all buildings and properties that SHG has a maintenance and repair responsibility for, this includes rented residential dwellings, common areas of blocks, temporary accommodations sites, community buildings and offices.

3 Background

3.1 Gas is a convenient and effective fuel used for space heating, cooking and other applications. It is also however associated with some health and safety issues including most notably carbon monoxide poisoning, and explosion following gas escapes. Each year around 20 people die through carbon monoxide poisoning in the United Kingdom.

3.2 This policy is designed to ensure that SHG takes all reasonable and practical steps to eliminate, minimise and manage risks of gas related hazards to its tenants and properties and to also ensure SHGs compliance with the regulations.

3.3 This policy should be read in conjunction with Stockport Homes Gas Safety and Servicing Procedure and the Gas Safety Procedure.

4 SHG's Obligations

- To ensure that gas appliances and fittings provided by SHG are properly maintained so that they remain in a safe condition and operate efficiently
- To ensure that SHG meets all its statutory and regulatory obligations in respect of gas safety and maintenance in particular with regard to the Gas Safety (Installation and Use) Regulations 1998
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- To ensure that an annual gas safety check is carried out on all gas appliances and fittings where SHG is responsible for their maintenance, to maintain a valid Landlord Gas Safety Certificate (LGSR)
- To carry out a visual risk assessment on tenants' own gas cookers as part of the annual gas safety check. Checks to the appliance gas shut off valves for safety and operation
- To carry out a basic safety check to any tenant's own gas fires and test the flue. Advice given to residents on any repairs or servicing issues and work within the current GIUSP (Gas Industry Unsafe Situations Procedure).
- To manage the risk of a gas leak or explosion in empty properties.
- To ensure gas appliances and pipework are checked for safety when a new tenant moves into a property.
- To carry out a fixed gas test on all commercial gas pipework every five years in line with gas industry recommendations.
- To ensure that appropriate and timely action is taken in the event of a dangerous or potentially dangerous gas appliance being identified.
- To ensure that complete and accurate evidence is retained of all gas safety checks carried out.
- To ensure that all gas safety checks and maintenance on gas appliances are carried out by suitably qualified and competent gas engineers.
- To put in place quality assurance and performance management arrangements to ensure that SHG meets its obligations.

5 Statement of Intent

5.1 SHG will implement and maintain a gas safety check regime to ensure that a safety check is carried out and every LGSR is renewed before the anniversary date, i.e., no more than 12 months from the previous test date

5.2 In addition to the scheduled regime of safety checks:

- The gas will be turned off (decommissioned) in every void property within 24 hours of the tenant returning the keys and before any trades commence work in the property.
- Upon a new tenant moving into a property the gas will be turned back on, tested and Gas appliances Recommissioned.
- Where a Mutual Exchange takes place a full gas safety check will be carried out on the day of the exchange to each property remaining within the control of SHG.

5.3 Where access is required to a tenant's home The Contractor will commence the process of access approx.-eight weeks before the expiry date of the current LGSR. The process is stringent and rigorous and allows SHG to apply to the magistrate's court under Section 239 of the Housing Act for a warrant to force entry should access not be achieved. The access process is

detailed in the Stockport Homes Gas Safety and Servicing Procedure and Gas Safety Procedure.

5.4 Where access is not required to a tenant's home, i.e., a service to a district heating boiler or a fixed gas test, the contractor will be notified of the service requirement a minimum of 15 days before the service is due. They will be provided with all keys and fobs necessary to ensure access to the building and plant room.

5.5 Upon completion of a gas safety check an LGSR will be produced either electronically on the SHG Works Management System or on paper if the system is unavailable. All LGSRs are desktop audited by SHG appointed gas contractor, and 5% audited by The Compliance Team

5.6 In the event of a dangerous or potentially dangerous gas appliance being identified SHG and the gas contractor will follow the Current Gas Industry Unsafe Situations Procedure (GIUSP). This is detailed further in detailed in the Stockport Homes Gas Safety and Servicing Procedure and Gas Safety Procedure.

5.7 All gas safety checks and repairs to gas appliances and pipework will only be completed by suitably qualified and competent gas engineers, this is detailed further in section eight.

5.8 All LGSRs will be saved electronically for a minimum of two years.

5.9 SHG will employ the services of an external compliance auditing company to carry out a minimum of a 5% audit on all safety checks carried out (Monthly).

5.10 Compliance with the annual gas safety regime will be reported to the Senior Management Team and Board monthly.

5.11 Emergency repairs will be completed within 24 hours or the appliance to be switched off if at risk.

5.12 Routine repairs, follow up work and parts being replaced will be completed within 30 days.

5.13 As part of the monthly reconciliation process, any additions or removals will be removed or added to the system (Servitor) within four weeks from notification. All amendments will be recorded in the amendment spreadsheet.

This is our commitment to ensuring 100% compliance.

6 Certification

6.1 The gas engineer shall complete a LGSR to record the results of all gas safety checks.

6.2 The LGSR will contain relevant information relating to the test including:

- A description of and the location of every appliance and/or chimney/flue checked
- The name and signature of the person carrying out the check and either their registration number or their employer's registration number
- The date on which the appliance or chimney/flue were checked
- The address of the property where the appliance and/or chimney/flue is installed
- The name and address of the Landlord (or agent)
- Any gas safety defect identified, and any remedial action taken
- A statement confirming that the safety check completed complies with the requirements of the Gas Safety (installation & Use) Regulations 1998 Regulation 26(9)
- Test results of
 - (a) The effectiveness of any flue,
 - (b) The supply of combustion air
 - (c) The appliances operating pressure or heat input or both where necessary,
 - (d) The appliances operation to ensure its safe functioning

6.3 Each LGSR must be completed clearly, and all boxes must be populated.

6.4 A copy of the LGSR will be made available for all tenanted properties within 28 days of the safety check being carried out. PDA generated LGSRs will be posted out to the tenanted property within 28 days of Gas Safety Check being completed, upon request by the tenant or relevant persons. Handwritten LGSRs will have a copy left at the property by the engineer.

6.5 When a gas safety check and service has been carried out to a district heating system a copy of the LGSR will be left in the plant room by the contractor and sent electronically to SHG.

6.6 A copy of all certifications will be stored electronically by SHG for a minimum of two years. The contractor must also retain a copy for no less than two years.

7 Roles and Responsibilities

7.1 The Duty Holder for Gas Safety is the Chief Executive.

7.2 The gas safety check regime are managed by The Compliance Team, the staff responsible for delivery include:

- Head of Compliance and Building Safety and Building Safety
- Compliance Manager
- Compliance Co-Ordinator
- Compliance Assistant

- Customer Liaison Assistant.

7.3 The Head of Compliance and Building Safety and Building Safety has overall responsibility and accountability for ensuring that the annual gas safety check regime is delivered in line with this policy.

7.4 The Compliance Manager is responsible for monitoring progress of the gas safety regime on a day-to-day basis to ensure that it remains on schedule and is delivered in line with the regulations. They will ensure that corrective action is implemented to address any deviance from schedules and will also ensure that any potential delivery failures are highlighted to the Head of Compliance and Building Safety in a timely manner. They will also be responsible for day-to-day contractor management.

7.5 The Contractor also responsible for ensuring that only suitably qualified gas engineers work on SHG properties. They will check all qualifications before an engineer is allowed to commence work and will ensure that copies of all qualifications and Gas Safe registrations are held and regularly checked.

7.6 The Compliance Co-Ordinator will maintain the IT systems used to manage and monitor safety check delivery. They will implement and maintain rigorous procedures to ensure properties are progressed through the access stages to ensure access is gained before renewal date.

7.7 The Compliance Assistant will support The Compliance Co-Ordinator in maintaining the IT systems used to manage and monitor testing regime delivery. For the domestic property gas safety check regime, they are also responsible for managing the electronic diaries and allocation of work to the gas engineers, ensuring that appointments are made and kept.

7.8 The Customer Liaison Assistant is responsible for progressing properties through the no access process to ensure access is gained before LGSR expiry date. This includes making applications to the magistrate's court for warrants of entry and planning gain entries.

8 TRAINING

8.1 SHG will ensure that all gas engineers working on SHG gas appliances and pipework are always suitably qualified. This is a minimum of:

8.2 Domestic Gas Engineers:

- CCN1
- CPA1
- HTR1
- CKR1
- ENWAT1.

8.3 Commercial Gas Engineers:

- CoDNC01 or CCCN1

- COGA1
- CORT1
- ICPN1
- TPCP1A
- BMP1
- CGGA1

8.4 The Compliance Team will maintain a record of all gas engineers working on SHG properties and their qualification details.

8.5 Engineers must be re-assessed at an approved gas training centre every five years.

9 Internal Controls

1	Version control	Version number will change every three years or at major review	
	Version No.	Date	Change/s and reasons for change
	1	June 2026	Three yearly review of policy

2	Policy Owner i.e. Executive Director	Director of Property Services	
	Policy Author/s i.e. Head of Service	Head of Compliance and Building Safety	
	Approved by/date	Property Management Meeting – Decision – 6 th July 2026	
	Communication	Team Meeting	
	Effective Date - the date of sign-off	6 th July 2026	
	Next Full Review Date i.e. 3 years after effective date, with an annual light touch review	5 th July 2029	

3	<u>Regulatory Standards</u>	Please list the Consumer, Governance, Viability standards and outcomes this policy meets	
	Standard/s / Legislation	Required outcome	
	Safety and Quality Standard	<u>1.1 Stock Quality</u> 1.1.1 Registered providers must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants <u>1.3 Health and safety</u> 1.3.1 When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas.	
	Legislation	Gas Safety (Installation & Use) Regulations 1998, regulation 36(9) - Landlords Responsibilities.	

4	Linked policies/strategies	
		Gas Safety Procedure Gas Safety Check & Servicing - Domestic & Commercial Procedure

5	Equality, diversity and inclusion	Describe how different experiences, characteristics, and approaches were considered during the formulation of the policy, e.g. neurodiversity, age, religion, sex/gender, financial/digital inclusion.
		This policy applies equally to all customers, colleagues, contractors and other stakeholders and is implemented in a fair, consistent and inclusive manner. The organisation is committed to promoting equality of opportunity and ensuring that no individual is disadvantaged, treated less favourably or discriminated against on the grounds of any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. Services delivered under this policy are available to all eligible customers, and decisions will be made objectively, transparently and without bias. Reasonable adjustments will be made where required to ensure that services remain accessible and inclusive for everyone.

6	Customer/Colleague Voice	Describe how the customer and/or colleague voice shapes and influences the policy and services
		As this policy sets out the organisation's minimum legal and regulatory obligations, customer consultation has not been undertaken as part of its development or review. The content of the policy is primarily driven by statutory requirements, regulatory standards and compliance obligations that the organisation is required to meet. Whilst customer feedback is valued and considered in the development of service delivery arrangements wherever appropriate, there is limited scope for consultation where the policy reflects mandatory legal requirements that must be applied consistently across the organisation.

7	Risk management	This policy helps to mitigate the following risks identified on the Corporate Risk Register
	Corporate Risk 1	The long-term stock investment needs of the stock cannot be met, including investment needs of high-rise blocks and all legal and statutory compliance requirements for homes, communal areas and neighbourhoods
	Corporate Risk 4	Health and safety obligations to customers aren't fulfilled (the Big 6) including damp

		and mould, gas safety, electrical safety, fire safety, legionella, lift safety, asbestos and carbon monoxide
8	Performance monitoring	Please list the relevant government TSMs (Tenant Satisfaction Measures) The key performance indicator associated with this policy is the achievement and maintenance of 100% compliance with all applicable legal, regulatory and organisational requirements. Performance against this target will be monitored on an ongoing basis by the Compliance and Building Safety Team. Compliance performance, including any exceptions, risks or remedial actions, will be reported monthly to Assistant Directors, Executive Directors and the Chief Executive, quarterly to the Board, and annually to the Audit and Risk Committee to provide assurance on compliance levels and the effectiveness of the organisation's compliance management arrangements.