

1 Introduction

1.1 Stockport Homes Group has a duty and 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. It is recognised that the meters are not the property of Stockport Homes however, the supply can be capped at the meter by Stockport Homes.

1.2 This policy seeks to explain Stockport Homes' approach to managing meter capping requests. Stockport Homes are able to cap meters as part of the Gas Safety procedure when there is a requirement to do so - please refer to the Gas Safety Policy.

2 Scope

2.1 The scope of this policy seeks to explain Stockport Homes' approach to managing any requests from customers.

2.2 This policy applies to all gas domestic heating systems.

3 Background

3.1 As part of Stockport Homes' approach to damp and mould, it is imperative for a heat source to be active and engaged within a property to help manage this issue. Stockport Homes takes all reasonable and practical steps to eliminate, minimise and manage risks associated with capping meters in properties.

3.2 Stockport Homes recognises there may be an increase of requests due to the current economic climate (fuel poverty) which will directly impact customers.

3.3 Customers who are using other sources of heating are requesting meters to be capped due to the ongoing standard charges for gas supply impacting their financial position. Capping the meter does not remove any standing charge that is levied by a supplier

3.4 Stockport Homes recognise in some cases customers do not inform them when their supply has been capped, this is usually done by Cadent after 12 months of no use and this is identified on a Landlord Gas Safety Record (LGSR) check.

3.5 Customers are provided with safety advice should they contact Stockport Homes.

3.6 Utility suppliers do not have to inform Stockport Homes when they withdraw a supply despite requests to.

3.7 This policy should be read in conjunction with Stockport Homes Gas Safety Policy and Procedure.

4 Stockport Homes' Obligations

4.1 Stockport Homes have the following obligations to:

- Ensure that gas appliances and fittings provided by Stockport Homes are properly maintained so that they remain in a safe condition and operate efficiently.
- Ensure that they meet 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.
- Put in place quality assurance and performance management arrangements to ensure that Stockport Homes meets its obligations.
- Provide adequate heating in all of its properties.

5 Statement of Intent

5.1 Stockport Homes will not give permission to customers to cap meters. They will continue to work and support our customers to sustain a supply.

5.2 The Compliance Team will review all requests to cap meters and will refer customers to the Housing Management Team who will signpost accordingly to appropriate agencies.

5.3 In addition, The Compliance Team will log all capped meters, meters with debts and share with Money Advice, Energy Advice, Housing Management and Assets.

5.4 In some instances, meters will be capped where there is an immediate danger occurring from the Gas system in the property (Gas escape, Smell of fumes), these will be reported to Cadent in the first instance and it is they who will cap the meter, Stockport Homes will then rectify the dangerous installation and uncapped the Gas supply and test for safety.

5.5 In properties where customers have already requested meters be removed by their supplier (without our knowledge), Stockport Homes will still visit before expiry each year to check that a new meter (or something else) has not been installed, and all is safe. Therefore, it may be a year before they are aware that there is a capped meter or a debt on meter from previous visit.

6 Key Roles and Responsibilities

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

6.2 As part of the gas safety check regime and repairs processes, properties will be identified where the meter is capped the roles of the teams are as follows:

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

6.3 The Head of Compliance and Building Safety has overall responsibility and accountability for ensuring that the information is collated, updated and distributed regularly to the relevant teams.

6.4 The Compliance Manager is responsible for monitoring progress of the capped properties and ensuring the information is kept up to date. 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.

6.5 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 with a capped meter are recorded.

8 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	07/01/2025	Scheduled review

2	Policy Owner i.e. Executive Director	Director of Property
	Policy Author/s i.e. Head of Service	Head of Compliance and Building Safety
	Consultation	Property Management Meeting
	Approved by/date Directorate Management Meeting	Property Management Meeting – 22 nd January 2025
	Communication	Customer Newsletter – February 2025 Colleague Insight – February 2025 Team Meeting slides – March 2025
	Effective Date - the date of sign-off	23 rd January 2025
	Next Full Review Date i.e. 3 years after effective date, with an annual light touch review	22 nd January 2028

3	Regulatory Standards	Please list the Consumer, Governance, Viability standards and outcomes this policy meets
	Standard/s	Required outcome
	Legislation	Gas Safety (Installation and Use) Regulations 1998

4	Linked policies/strategies	
		Stockport Homes Gas Safety Policy

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.
		Stockport Homes will work with customers to ensure all gas supplies are safe. As explained in Section 5,

		where required Stockport Homes will adjust its service delivery to meet specific situations identified.
6	Risk management	This policy helps to mitigate the following risks identified on the Corporate Risk Register
	Corporate Risk 20	Health and safety obligations to customers aren't fulfilled, including gas safety, electrical safety, fire safety, legionella, lift safety, asbestos and carbon monoxide
7	Performance monitoring	Please list any financial and/or performance measures related to this policy including Government return performance measures (TSM (Tenant Satisfaction Measures)), corporate or directorate performance indicators etc.
		All Gas Safety compliance is reported monthly to the Senior Leadership Team and the Board. Capped meter information will be monitored monthly and shared internally and customer contacted where appropriate.