

Gas Safety Policy

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Approval Body: Magenta Board, Leadership Board (full Board or member)	Leadership Board Sponsor	Date Approved by Approval Body:	12 th March 2026
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1.0 What is this policy for?

- 1.1 This policy forms part of Magenta Living's (ML) suite of compliance policies. As a landlord ML has specific legal duties placed upon us under The Gas Safety (Installation of Use) Regulations 1998. This policy should be read in conjunction with the Gas Management Plan (MP).
- 1.2 This policy sets out how we will meet these duties and comply with wider regulatory and legislative landlord responsibilities, in-order to protect the safety of colleagues, customers, contractors and the public.
- 1.3 ML is responsible for the maintenance and repairs to its homes and other buildings, some of which contain gas installations and appliances. ML is also responsible for maintaining gas installations and equipment in non-domestic (communal) areas of buildings, offices, and other premises that ML owns and/or manages.
- 1.4 This policy details ML's approach to ensuring that all gas installations and heating systems are appropriately maintained and remain safe for use. The policy establishes the actions ML will take to ensure all gas systems, including gas fittings, appliances and flues are appropriately maintained in line with legislation and codes of practice.

2.0 Details of the policy

2.1 Policy Aims

- 2.1.1 Our belief is that our customers, employees, contractors, and the public, come first in our approach to managing gas safety.
- 2.1.2 Our aim is to deliver great services in a way that reflects our purpose, vision, and values in addition to being honest, positive, and ambitious, whilst including our customers in the development of our services.
- 2.1.3 To comply with all relevant gas safety legislation and regulations.
- 2.1.4 To ensure all gas appliances, fittings and flues are safe and well maintained

2.2 Scope

- 2.2.1 This Policy covers ML'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 ML 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. We will 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.
- 2.2.2 The Policy provides clarity to our employees, contractors, and partners on the expectations and how we will deliver our responsibilities with regards to gas safety.
- 2.2.3 This policy covers the following elements:
 - Gas systems and supplies
 - Unvented cylinders/pressurised vessels
 - Solid fuel
 - Air source heat pumps (ASHP)
 - Ground source heat pump (GSHP)
 - Solar thermal and photovoltaic systems
 - Heat interface units
 - Electric heating systems
 - Liquefied Petroleum Gas Systems

- Smoke and Carbon Monoxide Detection Systems
- Dangerous Substances and Explosive Atmospheric Regulations (DSEAR)

2.2.4 This policy relates to all gas and non-gas heating systems, appliances, and pipework that ML has a maintenance and repair responsibility for, this is including those within residential dwellings, common areas of houses of multiple occupation, specialised housing such as sheltered, retirement living, extra care, supported housing and offices. The policy does not apply to appliances owned by tenants (e.g., cookers) as ML have no responsibility for those appliances. Where properties are managed by third parties (e.g., Agency Managed Supported Schemes, PFI Schemes) the heating systems will fall under the scope of this policy so far as the ML statutory responsibilities detailed in the terms of the management agreement. 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. Customers will remain responsible for the condition, safety, and repair of their own appliances.

2.2.5 The following assets fall within this Policy.

- Domestic homes
- Sheltered, specialist, supported and Extra Care accommodation
- Communal assets
- Commercial assets including workplaces, offices, community centres, remote plant, depots and shops owned and managed by us.

2.3 **Standards**

2.3.1 This policy outlines our approach to gas safety as well as detailing the roles and responsibilities of those involved in the successful implementation, delivery, and management of this policy.

2.3.2 This policy, and its associated MP, outline our approach to gas safety as well as detailing the roles and responsibilities of those involved in the successful implementation, delivery, and management of this policy.

2.3.3 We are regulated by the Regulator of Social Housing. Our Board, Chief Executive, and our Executive Leadership Team set and oversee our corporate strategy. Our Executive Sponsor/Team in adherence with the Governance Handbook will approve all compliance related policies and associated documents.

2.3.4 We acknowledge that failure to discharge our responsibilities adequately and responsibly may lead to a range of sanctions including, but not limited to:

- Intervention by the Regulator of Social Housing.
- Prosecution under the Health & Safety at Work Act 1974
- Prosecution under the Corporate Manslaughter and Corporate Homicide Act
- Reputational damage
- Loss of confidence by customers and stakeholders in the organisation.

2.3.5 Failure to follow our formal policy and procedure in addition to wider policies developed to form the 'Big 7' i.e., Asbestos, Building Safety, Electrical Safety, Fire Safety, Gas Safety, Lifts & Hoist Safety, Water Safety, can also compromise compliance with the Building Safety Act 2022. This is of upmost importance for all stock, however, this includes increased concern for in-scope High Risk Buildings due to the additional obligations of the Act, and formal reporting requirements established by the Building Safety Regulator.

2.3.6 We understand that regarding the likes of solid fuel, LPG, oil, electric heating, air source heat pumps etc, there is no specific legislation in place. However, we take the view that legislation noted in section 12 may be applied. As such a programme of inspection and testing is in place to ensure customer safety.

2.3.7 We have a Gas Management Plan, the purpose of which is to:

- Provide clear lines of responsibility.
- Provide additional guidance on how the commitments outlined within this policy will be implemented.

The Management Plan has been developed in line with the list of key operational activities as detailed below.

- Key Roles and responsibilities
- Key activities which include:
 - Managing additions/reductions to stock and data quality
 - Programme of inspection, testing, maintenance, and repair
 - Remedial Works after inspection and test
 - Upgrading existing installations
 - Record keeping
 - Quality Control
 - Approach to Works
 - Control of contractors
 - Access and enforcement

- Operational monitoring
- Changes to legislation
- Customer communication

2.4 Responsibilities

2.4.1 This policy applies to:

- Board Directors
- Chief Executive Officer
- Executive Leadership Team
- Senior Leadership Group
- Managers/Supervisors
- Employees
- Customers including leaseholders
- Contractors and other persons/ stakeholders who may work for, occupy, visit, or use its premises, or who may be affected by its activities or services.

2.4.2 Landlord Responsibilities

- To achieve our legal requirements, we will arrange an annual safety check* by a GasSafe registered engineer to all required properties, keep a record of this (for 2 years) and issue a record to the customer (within 28 days). We will carry out ongoing maintenance to all gas appliances and flues.

*In-order to ensure sufficient time to arrange and complete the safety check ahead of the expiry date of the previous visit, we carry out the annual gas servicing programme on a ten-month rolling programme. This means that we will start the access process before the previous service expiry date.

- For appliances serving blocks, schemes, or sheltered accommodation, the relevant officer for the site 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.
- We will provide emergency procedure details for customers on what to do in the event of a gas leak or suspected gas leak
- It's a condition of individual tenancy agreements that residents must, given reasonable notice, provide access to carry out works in their home.
 - 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.
 - Properties referred to us will follow a defined process to gain access. 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. We'll consider any special needs or vulnerabilities should this become necessary.
- 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.
- 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
- 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.
- During the gas safety check visit, our contractors will test any smoke alarms and or carbon monoxide detectors to ensure that they are working correctly and in date. Where found to be not working correctly or out of date, they will be replaced. We have a legal duty to provide Carbon Monoxide (CO) alarms in homes containing gas appliances. We will ensure that a Carbon Monoxide (CO) alarm is fitted in any room which is used as living accommodation and contains a fixed gas appliance, except for gas cookers.
- Hold accurate records against each property we own or manage
- Ensure that for all new tenancies, customers will receive a copy of the previous LGSR or equivalent certification prior to them moving in. This will include voids and mutual exchanges.
- Provide customers of new build properties that are let for the first time with copies of the LGSR or equivalent certification within 28 days of completion.

- Cap off gas or other fuel supplies to all properties when the property becomes void or for new build properties at handover if the new tenancy is not commencing immediately at the point of handover.
- Test and replace, as necessary, any defective smoke alarms and carbon monoxide detectors as part of the annual safety check visit.
- Neither install, nor give permission for tenants to install, wood burning stoves or open fires, or open flue appliances. Any unauthorised installations will be removed during void works.
- Ensure that robust processes and controls are in place to manage works to void and occupied properties that may affect existing gas installations
- Have a robust process in place to gain access to properties where customer vulnerability issues are known or identified whilst ensuring it can gain timely access to any property to be compliant with this policy and safeguard the wellbeing of the customer
- All employees should look out for danger signs from gas/other fuel sourced appliances as a part of their routine duties and visits to customers' homes and report any concerns immediately to their line manager or appropriate employee.

2.4.3 Customer Responsibilities

- Allow access to the property for gas safety checks and maintenance
- Report any gas appliance faults or concerns immediately.
- Not tamper with gas appliances or fittings
- Customers should test smoke detectors and Carbon Monoxide alarms regularly and report any faults to us immediately

3.0 Consultation

3.1 Due to the nature of the legislation being prescriptive regarding responsibilities, any deviation from the legal requirement of “must or shall” is not permissible. Therefore, the extent of consultation considers this. We do respect however, there are areas of legislation which allow a risk-based approach and therefore consultation can be wider in this respect with regards to how these legislative requirements can be translated into processes and managed. “Standards, governance and guidance” will be provided via the Safety and Compliance Team but there will be more flexibility in risk-based processes that operational teams will undertake.

3.2 This policy and associated MP have been shared for review with key stakeholders including:

- Executive Leadership Team
- Senior Leadership Team
- Health and Safety Team
- Key operational teams/colleagues

3.3 Their views have been fully considered and incorporated where applicable / appropriate within the body of the policy.

4.0 Equality Impact Assessment (EIA)

4.1 An EIA is not required for this policy as it does not present any barriers to participation or disadvantage any protected groups from participation.

5.0 How we make sure this policy is effective

5.1 This policy’s effectiveness will be measured using the following key performance indicators which will be reported monthly:

Table 1 – Key Performance Indicators

Ref	Element	Asset Type – % of Assets that have a valid & in date certificate
1	Gas – Domestic Homes	% of properties with a valid & in-date Gas Safety Certificate - LGSR
2	All other types of heating – Domestic Homes	% of properties (All other heating) with a valid & in-date safety inspection certificate
3	Customer Satisfaction – Domestic Homes	% of customers that are happy with the annual gas/heating safety inspection
4	Communal Heating Systems – Domestic Assets	% of communal systems that have a valid & in date certificate
5	Commercial Heating Systems – Commercial Assets	% of commercial systems with a valid & in date inspection & test certificate
6	3 rd Party monitoring	No. of 3 rd party certification audits completed in the month across domestic, communal & Commercial Assets.
7	Smoke/ Heat & CO Detection – Domestic Properties	% of properties with a valid & in-date smoke & CO inspection certificate
8	Dangerous Substances and Explosive Atmospheres Regulations	% of assets with a valid & in date DSEAR Risk Assessment.

5.2 In addition, we will also:

- Prepare a monthly Property Compliance Report of which gas safety forms part to provide assurance, updates, and any areas of concern/noncompliance.
- On a monthly basis the Data Team will lead on a Property Compliance Asset Audit which will validate and ensure our asset register is accurate. In addition, the audit will also look at any changes in compliance data from the previous

month. Any anomalies will be reviewed by the Contracts Manager who will correct if found to be inaccurate.

- The Data Team will review the KPI's to ensure they are appropriate and fit for purpose.
- Where a customer is dissatisfied with any aspect of ML' service or implementation of this policy they will have the right to have their complaint addressed under our Complaints Policy. Where learning has taken place and would improve the policy, updates will be made as appropriate.

Quality Assurance

- 5.3 The Contract Manager and their team will undertake a minimum of 5% desktop checks to ensure that our gas certification and works raised is to the standard required.
- 5.4 A third party, external, independent specialist will be engaged to regularly inspect, monitor, and report on the technical performance and quality of work/ quality of certification for all systems and equipment. The independent specialist shall inspect a minimum of 10% across all workstreams and report their findings each month.
- 5.5 Where appropriate, our Health & Safety Team may undertake on site audits utilising the recording and reporting mechanism within the E20 system.
- 5.6 Gas and other forms of heating safety is a high-risk specialised area and as such it is imperative that ML has in place a fit for purpose policy and management plan. Therefore, if suitable changes to legislation take place which changes the way in which ML manage this compliance responsibility, an independent, third-party specialist will be engaged to review and provide assurance that any revision meets the needs of the business and legislation.

6.0 Colleague training

- 6.1 All colleagues who are required to have oversight of our connection to our electrical safety provision are required to be trained, competent, qualified and accredited in line with our internal training matrices.

7.0 Documents relating to this policy

- Gas Management Plan

Information, guidance, and references have been taken from the following:

- The Gas Safety (Installation and Use) Regulations 1998 as amended 2018
- Gas Safety Management Regulations 1996 as amended
- Approved Code of Practice L56 (fifth edition)
- The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022
- Building Regulations Document G: 2015 edition
- Combustion appliances and fuel storage systems Approved document J
- Dangerous Substances and Explosive Atmosphere Regulations 2002
- Pressure Systems Safety Regulations 2000
- Pipelines Safety Regulations 1996
- Construction Design and Management Regulations 2015
- Landlord Tenant Act 1985. (as amended by the Homes - Fitness for Habitation)
- The Health and Safety at Work Etc Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 (as amended)
- The Workplace (Health Safety & Welfare) Regulations 1992
- Management of Houses in Multiple Occupation (England) regulations 2006
- Regulatory Reform (Fire Safety) Order 2005
- The Building Regulations for England and Wales (Part P)
- Data Protection Act 2018 and GDPR (General Data Protection Regulation)

8.0 Version control / Amendment log

Date of change:	Version Number:	Change made:	Reason for change:
March 2019	1.0	No changes	Compliance review

March 2020	1.0	No changes	Annual review
April 2021	1.0	No changes	Annual review
March to April 2023	1.0	No changes	Annual review
Dec 2025	2.0	Full review of the Policy.	Expiration of previous policy. Reviewed as part of cycle. New Director of Safety and Compliance in post so full review of all policies.