

HEATING & GAS SAFETY MANAGEMENT STANDARD



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1. INTRODUCTION

This Heating & Gas Safety Management standard details how Cornwall Housing (CHL) will adhere to its Gas Safety Management Policy, legislation, industry standards and guidance. It demonstrates how CHL manage the risks associated with the use of natural gas and solid fuel materials within its properties. These risks include: explosion and fire; exposure to carbon monoxide; poor workmanship and working practices; contrived or accidental interference of gas installations by unqualified persons; non-gas work affecting the safe operation of any gas installation; lack of maintenance or safety-checks of gas fired appliances, flues and installations.

The Gas Safety (Installation and Use) Regulations 1998 (GSIUR) place important duties on landlords to ensure all gas appliances and flues are maintained in a safe condition and subjected to an annual safety check. Other duties include the robust recording of all gas safety checks and gas work; the issuing, or in certain cases displaying, of such records to tenants or those responsible for premises.

These duties are additional to the general employer and landlord's duties under the Health and Safety

at Work Act and the Management of Health and Safety at Work Regulations (MHSWR).

The Compliance Safety Policy, this Gas Safety Management Standard, Procedures and Work instructions will be reviewed as necessary to ensure they remain valid; any review and/or amendment will be recorded.

Utilising its Communications Team CHL will consult with stakeholders to ensure their views and requirements on service delivery, development and improvement, from a customer service perspective, are taken into account.

2. LEGISLATIONS, REGULATION AND GUIDANCE

2.1 Health & Safety at Work Act. (HSAWA)

Sections 2, 3 and 4 of the Health and Safety at Work Act 1974 place duties on employers to ensure the welfare of employees and non-employees, so far as reasonably practicable and to ensure that any premise, plant and machinery does not endanger the people using them.

2.2 Gas Safety (Installation and Use) Regulations 1998 (GSIUR)

These regulations, supported by the Approved Code of Practice L56 (ACOP), stipulate how gas safety must be managed and maintained.

Statutory acts, secondary legislation, approved codes of practise and guidance relating to gas safety can be found within Gas Safe Register's Legislative, Normative and Informative Document list. The current version is available at:

<https://www.gassaferegister.co.uk>

and/or the HSE's gas safety pages,

<https://www.hse.gov.uk/gas>

CHL's Health and Safety policies and procedures detail how CHL complies with its legal obligations to minimise the risk posed to customers, employees, visitors and the general public.

All documentation produced relating to gas work must be archived on the Docuware document archive.

2.3 Manufacturer's Installation and Servicing instructions (MIs)

MIs provide appliance-specific information, instruction on servicing requirements and the expected results of fundamental tests and checks that indicate an appliance is operating safely and correctly.

When working on any gas appliance or flue, MIs shall be the first point of reference and must be adhered to for installation, commissioning, maintenance, servicing and undertaking a gas safety check.

3. KEY RESPONSIBILITIES

The Mechanical, Electrical & Water Hygiene Manager is responsible for ensuring Gas & heating Safety is maintained throughout CHL HRA managed portfolio.

3.1 Mechanical Supervisors

- Undertake quality-control inspections of gas and heating works and operatives
- Review and maintain register of all CHL approved gas operatives and contractors. (See section15)
- Investigate gas & heating-safety issues and provide technical advice as required.
- Supervise new contract heating installations and/or boiler replacements
- Supervise contract gas & heating operatives and apprentices.
- Provide technical advice as required
- Provide industry training requirements to the people and HR team.
- Review gas & heating accreditations of contract operatives.
- Review returns from the document checking software 'TCW' ensuring any actions are addressed with the approved contractor.

3.2 No Access Team

- Schedule appointments for Landlords Gas Safety Check to ensure compliance with the GSIUR.

- Manage access issues and provide robust evidence with clear audit trails to allow for possible legal action.
- Liaise with the appointed contractor to plan and undertake a rolling programme of Annual Landlord's Gas & Heating Safety checks.
- Work with tenants and housing and legal teams to complete annual gas & heating safety checks before the anniversary.
- Inform and make the housing teams aware of any tenancy or welfare issues such as hoarding or hygiene.

3.3 Building Safety Team

- Ensure property and appliance lists are maintained and updated.
- Liaise with the appointed contractor to fulfil the programme of Landlord's Gas Safety checks and wider heating servicing programmes.
- Liaise with Void and Allocations teams to refer gas & heating safety checks to the appointed contractor in a timely manner that ensures void turn-around times are kept to a minimum.
- Complete suitable and sufficient actions associated to procedures and/or work instructions to deliver a compliance gas & heating service programme.

3.4 Service Providers

- Ensure sufficient resources are available to undertake the programme of annual gas & heating safety checks.
- Ensure sufficient resources are available to undertake repairs to gas installations and heating systems.
- Attend weekly performance management meetings to report on key performance indicators.
- Ensure a robust appointment and performance monitoring system is in place to monitor and maintain an 'MOT' style gas service delivery.
- Liaise with the CHL no access team to provide reports and notifications so that no access cases can be dealt with in a timely manner.
- Ensure that where sub-contractors are to be used, they are first reviewed by CHL for due diligence and to confirm suitability and competence.

3.5 Gas Servicing and Breakdown Engineers and Gas Safe plumbers

- Ensure electrical safe isolation prior to starting work on gas & heating installations.

- Undertake gas work in accordance with the requirements of the GSIUR, MIs, ACOP, industry guidance, relevant CHL policies, procedures and work instructions where applicable.
- Take appropriate action to safeguard life and property at all times.
- Act in accordance with the current edition of IGEM/G/11, the Gas Industry Unsafe Situations Procedures (GIUSP).
- Accurately record all gas work on the appropriate document.
- Check & verify details on personal Gas Safe license are correct and inform line manager if erroneous.
- Inform line manager in all cases of lost or misplaced license.
- Use all calibrated equipment as trained and report any defects to line manager immediately.

All CHL employees have a responsibility to adhere to corporate policies including the Gas Safety Management Policy.

CHL will endeavour to facilitate breakdown responsive works in accordance with the CHL Repairs Standard.

If a heating system cannot be repaired on the first visit a temporary electric heater will be supplied, providing there is no alternative form of heat in the property.

4. REGISTRATION AND ACCREDITATION

It is a requirement of the GSIUR that gas work is undertaken by a member of a Health and Safety Executive-approved class of persons under regulation 3, i.e., an engineer listed on the Gas Safe Register.

CHL is a registered gas installer listed on the Gas Safe Register (number 943208).

Registration is renewed annually prior to the anniversary date.

CHL's annual landlord's gas safety checks are undertaken by approved contractors. The approved contractors also carry out new or replacement heating installations/appliances as required.

No person shall undertake any gas work unless they are registered and listed with Gas Safe Register; hold valid competency accreditations for the work type they undertake; are enrolled on the CHL list of Approved Gas Engineers.

A register is maintained and administered by the CHL Mechanical Supervisors detailing the Gas Safe Register details and accreditation information of all CHL approved-contracted gas operatives.

5. SUPERVISION, TRAINING AND INFORMATION

CHL's Mechanical & Electrical, Manager and Supervisors, manage the contractual day-to-day delivery of the gas & heating servicing compliance programme.

Servicing and heating system replacements are supervised by the mechanical team at CHL with a close working relationship with contract supervisors.

Weekly mechanical meetings are held between the primary compliance provider and CHL to review performance KPI's and discuss issues and opportunities for improvement.

The CHL supervisory team receive regular updates from manufacturers on products and associated training on service and installation from respective manufacturers and/or approved agents.

6. DELEGATED AUTHORITY

A Statutory Duty Holder must be appointed in writing: this is normally a Chief Executive or person with sufficient authority and budgetary control to ensure that maintaining gas & Heating safety remains a key corporate priority for CHL.

7. CONTRACTS AND CONTRACTORS

Requests for information of gas-safety management processes must be included in any procurement exercise, for example new development and construction, major and minor refurbishment and repair works.

Contractor proposals for managing gas safety must be forwarded to the Mechanical, Electrical & Water Hygiene Manager for review.

Prior to undertaking any works, Principle Contractors must forward detailed proposals, including job and site specific risk assessments, showing how they plan to manage gas safety during any work they will be undertaking, including non-gas work.

CHL managers and / or supervisors involved in tendering contracts or engaging contractors must provide the Mechanical, Electrical & Water Hygiene Manager with a detailed programme of works to allow for site inspection by Mechanical Supervisors.

7.1 Other Works That May Impact on Gas Safety

Regulation 8 of the GSIUR covers any work that may impact gas safety, including: roof repair or replacement; removal, lowering or capping of chimney stacks; scaffolding; external painting; cladding and insulation – including cavity wall; kitchen and bathroom refurbishment works; excavation work; flooring; window replacement - especially where an extract fan is installed; replacing or blocking permanent air vents; fitting extract fans or re-circulatory ceiling fans. In general, all work is covered by Regulation 8 and therefore the risks to gas safety of any such work must be assessed at the planning stage. It is important that all surveys and risk assessments are recorded and held on file for retrieval.

CHL operate the IGEM approach to risk assess aforementioned instances and hold contractor returns to demonstrate a commitment to Gas Safety. A supplementary process is available designed by CHL which sets out the responsibilities of approved contractors to manage responsibilities.

7.2 Step by Step Approach to Maintaining Gas Safety when undertaking non-gas work:

1. Plan and risk assess the work (record significant findings) before starting. Suitable Risk Assessment forms and further guidance are available in the Related Documents section on the IGEM website at:

<https://www.igem.org.uk/technical-services/large-business-forum/reg-8-risk-assessments-staying-safe-durng-building-projects>

2. Stop work if there is a risk of damage to existing gas appliances, flues or any part of a gas installation – seek advice from Gas Safe Register or a suitably accredited engineer listed on the Gas Safe Register.
3. Engage a suitably accredited and CHL approved engineer listed on the Gas Safe Register to make the gas installation safe during the project.
4. Engage a suitably accredited engineer who is listed on the Gas Safe Register to check the affected installation once work is complete. Keep a record of this safety check.

ACOP L56 recommends that a responsible person, e.g., a principal contractor, foreman, site manager or other person with overall control of the work, is nominated to ensure, so far as reasonably practicable, compliance with regulation 8(1) and (2).

8. TENANT OWNED APPLIANCES

CHL will safety-check all gas appliances, fires and associated flues that any tenant cannot legally remove. CHL will carry out a visual safety check of any tenant-owned appliances. This visual check will be undertaken in accordance with Gas Safe technical bulletin 055 and recorded on the LGSR.

Tenants must arrange for their own registered gas engineer to install any tenant-owned appliances, such as a gas cooker for example. Documentation must be provided and forwarded to the building safety team by the installer/tenant for inspection, and to ensure clear audit trails. For continued safe operation all tenant owned appliances should be serviced in accordance with manufacturers recommendations and where applicable certification provided to CHL.

9. DEALING WITH UNSAFE SITUATIONS

9.1 IGEM/G/11 – commonly known as The Gas Industry Unsafe Situations Procedure (GIUSP)

This industry standard assists competent gas operatives to undertake their legal duties when dealing with gas installations that do not comply with the current GSIUR. All gas engineers must, as a priority, safeguard life and property, therefore it is vitally important to identify gas equipment, which is either dangerous, or may present a danger in the future.

The GIUSP assists operatives to risk-assess and:

- (a) classify gas installations as ‘Immediately Dangerous’ or ‘At Risk’,
- (b) take appropriate action to ensure gas safety.

The GIUSP is subject to regular revision, therefore, to ensure the current version is referenced it must be accessed via smart devices at:

<http://igem.org.uk/> or <https://engineers.gassaferegister.co.uk>

Registered gas operatives have a legal duty to report under RIDDOR and the GIUSP provides guidance to gas operatives encountering Dangerous Gas Fittings. CHL processes require all reports to be submitted by the Corporate Health and Safety Manager.

9.2 Dealing with Gas Escapes & Carbon Monoxide (CO)

Customers telephoning CHL to report a smell of gas; suspect they have been exposed to CO; report that the CO alarm in their home has been activated are directed to the Gas Emergency Service (GES) by the CHL contact centre staff, preventing delays, confusion or lost messages. The GES will attend, make safe and advise customers to contact their Landlord. If the issue is with the utility company’s service, they will undertake any necessary repair and reinstate.

10. ACCESS

In line with peer organisations, Gas Servicing appointments are arranged on a ten-month cycle that aligns with the current No Access procedure. The timescales within this procedure allow CHL to demonstrate that all reasonable steps are taken to access a property in order to discharge its Landlord’s duties under regulation 30 of the GSIUR.

The ten-month cycle also provides flexibility, choice and convenience for customers wishing to change an appointment and allows sufficient time to complete gas safety checks before the expiry date of the previous LGSR.

When access has not been granted the No Access Officers (NAO) shall follow the Gas No-Access procedure for gaining entry. NAO work closely with customers, the Cornwall Council legal team, Housing Officers, external agencies, charities and relatives. Records

and photographs of attempted visits are held as evidence to assist in any potential criminal or civil action.

11. VOID AND NEWLY ACQUIRED PROPERTIES

CHL will safety-check and isolate gas installations from the gas supply at the start of the void process using the primary compliance service contractor. Any necessary remedial work identified at this stage will be undertaken prior to the start of a new tenancy.

Any installed, fixed gas hob or freestanding gas cooker shall be removed.

On tenancy commencement, gas installations will be reinstated (uncapped) and a gas safety check undertaken.

Tenants will be shown:

1. how to use CHL owned gas appliance(s) and controls
2. the location and operation of the Gas Emergency Control Valve.

When a property has been acquired by CHL, for example by the Asset Acquisitions Team, CHL will undertake a gas safety check and ensure the installation is operating safely and correctly. The installation shall then be isolated from the gas supply until tenancy commencement.

12. MUTUAL EXCHANGES (MEX)

On the day arranged for a MEx, the properties involved will each receive a gas safety check; following this the respective gas installations shall be isolated from the gas supply. When those tenants involved in the MEx have moved to their respective exchange property the gas installations will be reinstated and a full gas safety check, including a tightness test, shall be undertaken.

Documentation shall be produced detailing the new tenants and verifying the installations as safe to use or the GIUSP followed.

Tenants must arrange for their own listed Gas Safe Register engineer to remove and re-install any tenant-owned appliances; documentation provided by the installer must be forwarded to CHL for inspection.

13. LEASEHOLDERS

Leaseholders must apply for written permission to install or alter gas installations, appliances or flues in properties located within CHL-owned/managed buildings. The leasehold team shall seek advice from the Mechanical, Electrical & Water Hygiene Manager or a member of the Building Safety team and request leaseholders forward their proposal and details of the Gas Safe Register installer undertaking the work.

On completion of any gas work, documentation must be forwarded to the CHL Leasehold team. Once recorded, this documentation must then be forwarded to the Building Safety

Team for scrutiny. The building safety team will pass the certification through document compliance checking software or Morgan Lambert for approval; any issues found will be highlighted to the Leasehold team for their management actions. In such cases the Leasehold team will be responsible for ensuring recommendations are followed.

14. NEW INSTALLATIONS

All new installations, appliances and flues shall be installed commissioned and certificated in accordance with the MIs, GSIUR and the Building Regulations.

Commissioning information must be recorded on a suitable document such as that provided by manufacturers. Any new and existing appliances, pipe work and fittings must be tested for safety and an LGSR completed.

14.1 Existing Back Boilers units and gas Fires

Where back boilers are being replaced, the back boiler will be decommissioned, isolated from the gas and electricity supplies, fully drained, removed and an electric fire fitted. All openings shall be sealed to prevent the spread of smoke between rooms and floors, and water pipework dead-legs removed.

CHL shall only install electric fires.

15. PERMISSIONS

CHL acknowledges that residents may wish to make alterations and improvements to their homes.

This management standard aims to set out a clear framework for Gas & Heating alterations that CHL can and cannot support which links to the 'Alterations to Homes Policy'

For the purposes of this management standard, the word 'alterations' covers alterations, improvements and additions to a tenant or leaseholder's property.

For tenants, there are lists of alterations that are permitted and those that are not permitted which are listed below.

For leaseholders, permitted alterations which affect only the part of the building owned by the leaseholder will be determined by the provisions within the lease. For any proposed alteration which might affect any aspect of the wider building, the provisions set out in this standard apply.

For the purpose of this management standard, the term 'resident' includes tenants and leaseholders.

Residents (tenants and leaseholders where this standard applies) must obtain consent for proposed alterations in writing. It is the responsibility of the resident to apply for and gain this consent.

Consent will be given by a Mechanical Supervisor. CHL will respond to requests for consent within 10 working days. CHL will give consent only where all necessary approvals, such as planning permission or building regulation approval, have been satisfactorily obtained and evidence supplied to show this. Gaining these approvals is the responsibility of the resident applying for permission for the alteration.

CHL consent will be given in writing and will include any conditions that must be complied with.

15.1 Gas & Heating Alterations that maybe permitted subject to approval.

Alteration	Conditions to be complied with	Comments
Connecting gas cookers	This must connect to an existing point and must not involve moving or altering pipework. All gas works must be completed by an appropriately qualified Gas Safe Registered engineer/plumber. Copies of a complete certificate must be provided to CHL on completion of the work.	Permission is not granted for properties where gas cooking appliances are not permitted. To be confirmed by CHL representative.
Electrical works	All work on electrics must be carried out by a NICEIC or equivalent approved contractor. A completed test certificate must be submitted to CHL on completion of the work.	
TV Aerial	When fixed to a bracket within the loft space.	Not on chimneys.
Radiator and Heating Circuit Changes	All work to meet the approval of the CHL heating specification and installers registered and approved on the CHL contract list.	

15.2 Gas & Heating Alterations that are Not permitted.

Alteration	Comments/Explanatory Note
Any alterations to loft spaces.	No stored objects which block access to a flue, vent or duct.
Any structural alterations to dwelling or relocation of internal partitions. Conservatories. Extensions to the property will not be permitted even if the proposed extension is within local authority permitted development rights.	No removal or adding of internal walls or changes to the layout of a property which could affect the integrity of a flue or safety of a gas appliance.
No gas works apart from a gas cooker which is the tenant's responsibility. This must be replacing an existing cooker and not involve moving or altering pipework.	No permission for gas fires.
Solid fuel appliance installation and/or chimney alterations/relining.	

Residents are required to seek consent before making alterations and improvements to the properties in accordance with this standard and, for tenants, in accordance with their tenancy agreement. Failure to seek our consent is a breach of the tenancy.

If CHL finds that a resident has carried out alterations or improvements without consent, CHL will take action to remedy the situation at the resident's cost.

- If the alteration is one that would not have received consent, the remedy may be a requirement to remove the alteration or reinstate and make good, either by CHL on a rechargeable basis to the resident, or by requiring the resident to carry out the work at their own expense.
- If the alteration is one that may have received consent but CHL is not satisfied with the standard of the work, again the remedy may be that CHL will carry out the repair work to a satisfactory standard and recharge the cost to the resident or require the resident to carry out the repair at their own expense.
- If the alteration is one that may have received consent and CHL is satisfied with the standard of the work and that all other necessary permissions have been granted, we will consider giving retrospective approval.

Where the consent included a requirement to remove and make good the alteration at the end of a tenancy and this work has not been carried out by the tenant before leaving the property, CHL will carry out the work and recharge the tenant's account with the cost. Where we raise a significant recharge, a payment option may be available depending on the resident's circumstances.

16. REACTIVE APPLIANCE FAILURE AND PLANNED HEATING UPGRADES

CHL recognises its obligation to meet environmental & Sustainability targets to reduce carbon emissions across our housing stock. Seeking efficiencies through modern forms of heating and improved levels of insulation in homes shall ensure that we meet our obligations to provide homes with an Energy Performance Certificate (EPC) of A-C before the government target date of 2035.

CHL plans to address this by avoiding carbon intensive fuels such as coal and unsustainably sourced timber, reducing the use of inefficient appliances by replacement for new technology including but not limited to:

- Electric Boilers
- Night Storage Heaters
- Air Source Heat Pumps
- Ground Source Heat Pumps

As and when any solid fuel or oil appliance is visited and requires a repair in excess of £400 CHL shall review and consider replacement for one of the aforementioned heat sources dependant on commercial factors at the time.

Where appliances and/or flues or chimneys are deemed 'unsafe' it shall be condemned and replaced for one of the above alternatives. Each case shall be considered on its own merits. Irrespective no consideration shall be given to provide like for like replacements.

Where CHL is aware that a functioning solid fuel or oil appliance is in place, we aim to ensure that it is maintained and serviced regularly, in accordance with the relevant Health and Safety legislation and in accordance with the Heating Equipment Testing and Approval System (HETAS), Oil Firing Technical Association (OFTEC) recommendations and industry standards.

17. APPLIANCE SERVICE STANDARDS AND SAFETY CHECKS

17.1 Gas

CHL recognises that gas safety in its properties is paramount and will take all reasonably practicable steps to ensure that gas fittings, appliances and flues are correctly installed, maintained in a safe condition and regularly checked for safe operation in line with the requirements of the current Gas Safety (Installation and Use) Regulations (GSIUR) and the Approved Code of Practice, L56.

In order for CHL to discharge its legal duty, tenants must allow access to their property for the annual gas safety check. Tenants must not:

- install any gas appliance (see section 15 relating to permissions).
- use any gas appliance or fitting they know or suspect to be unsafe.

CHL will comply with all relevant legislation including the GSIUR and the general duties set out in the Health and Safety at Work Act 1974. In relation to gas safety, the key provisions of the GSIUR require CHL as a landlord to:

- Ensure all CHL owned or adopted gas appliances, flues and installation pipework are correctly installed, maintained in a safe condition and regularly checked for their safe operation.
- Assess the level of risk associated with the installation and use of natural gas and implement control measures to reduce or eliminate these.
- Use competent operatives and contractors registered with the Gas Safe Register.
- Provide a copy of the Landlord's Gas Safety Record to the tenant within 28 days of a safety check.
- Ensure new tenants are provided with a copy of a valid Landlord's Gas Safety Record on occupancy.
- Ensure that any other work undertaken on behalf of CHL, that may affect gas safety, is undertaken with due diligence given to the GSIUR.

Other relevant legislation and industry guidance can be found in Gas Safe Register's Legislation and Standards Document list. To comply with reg 26 (9) of the GSIUR:

- CHL shall manage the contract delivery of annual gas safety checks to all properties with a live gas supply within a 12 month period of the previous check.
- Gas servicing appointments shall be arranged two months prior to the expiry date of the previous safety check on a ten-month cycle. This demonstrates that all reasonable steps are taken by CHL to access properties in order to discharge its Landlord's duties under regulation 30 of the GSIUR.
- Where a gas appliance, flue or installation is found to be unsafe, we will make every effort to effect an immediate repair. When this is not possible, we will take the appropriate action to ensure the installation is made safe.
- CHL shall ensure that any gas work undertaken is carried out only by approved contractors registered with the Gas Safe Register.
- Any CHL employee procuring gas work must notify the building safety team. This is to allow verification of registration, qualification and suitability of persons intending to deliver the contract work.
- Any CHL employee arranging or procuring any work activities that may impact gas safety must ensure the risk to gas safety is assessed and a record of the assessment is kept for future reference.
- To provide clear robust audit trails, any CHL approved contractor utilising a sub-contractor to carry out gas work must ensure the subcontractor is included in the principal contractor's own Gas Safe Register list of operatives.
- CHL will retain current, legally compliant and accessible records relating to gas safety and gas work undertaken in its properties.
- CHL will not grant permission for tenants to install gas appliances in its properties. This restriction does not apply to gas cooking appliances or other appliances classed within the GSIUR as tenant- owned. If a tenant wishes to install such appliances, they must employ a Gas Safe Register approved operative and inform CHL.
- Although CHL does not have a legal responsibility to ensure that leaseholders maintain their gas installations in a safe manner, we will take action which minimises the risk to residents, visitors, customers and property.
- CHL will adopt a person-centred approach, taking prompt, appropriate and tailored action to safeguard residents with support needs that may lead to a particular risk in relation to gas safety. CHL will ensure an appropriate balance of firmness and sensitivity as required ensuring the safety of residents.

17.2 Oil Fired Appliances and Storage Tanks

The use of Oil fired appliances are highlighted as a carbon intensive forms of heating. In line with CHL's obligations to provide EPC rated homes by 2035 new installations of oil-fired plant shall not be approved. Further advise is available in section 16 of this document. Where existing heating oil boilers and storage facilities are highlighted as

beyond economical repair or are highlighted as unsafe from inspection or servicing activities then replacement for a current heating system such as electric or air/ground source shall be considered. CHL is committed to maintain oil systems until they are deemed unfit for further use or classified as unsafe and will take the following approach to ongoing servicing:

- CHL shall complete an annual cyclical safety check on all oil appliances and associated storage tanks in accordance with OFTEC guidance and manufacturer's instructions.
- Appointments shall be provided up to two months before the 12 month anniversary so CHL can demonstrate that all practicable steps to service appliances have been undertaken.
- CHL shall ensure that only oftec registered providers and operatives are used for servicing activities.
- Where heating oil leaks are identified on the storage tank and/or ancillaries or pipework CHL reserve the right to safeguard the environment and isolate the tank and where reasonably practicable replace the heating system for an equivalent electric or heat pump. For the interim period temporary heating shall be provided.
- Monitor repeated repairs on Oil appliances and carry out an assessment to ensure that required future repairs provide value for money
- Any CHL employee procuring Oil heating work must notify the building safety team. This is to allow verification of registration, qualification and suitability of persons intending to deliver the contract work.
- CHL will retain current, legally compliant and accessible records relating to Oil servicing and maintenance undertaken in its properties.
- CHL will not grant permission for tenants to install Oil appliances in its properties.

17.3 Solid Fuel Appliances

CHL is committed to meet its landlords obligations to provide homes with at least a 'C' EPC rating by 2030 and in doing so is looking to replace carbon intensive solid fuel systems when such systems fail or are beyond economical repair (further guidance in section 16) In the interim CHL recognises its obligations to provide an ongoing service in relation to solid fuel appliances and is committed to:

- Meeting the high standards expected by and agreed with our tenants and leaseholders.
- Meeting the requirements of good asset management by ensuring that the appliances are maintained to a good standard and are therefore safeguarding the future of the property.
- Providing value for money.
- Protecting the environment in line with our sustainability strategy by avoiding carbon intensive fuels such as coal and unsustainably sourced timber and reducing the use of inefficient appliances.

In properties where CHL is responsible for the solid fuel appliance (occupied and void properties), CHL will:

- Carry out cyclical checks on all functioning solid fuel appliances. (This applies to properties where we are aware that there is a solid fuel appliance. There may be instances where a tenant is in breach of their tenancy agreement by having installed an appliance without CHL's knowledge or permission. (Further guidance on permissions are set out in section 15).
- Remove or decommission all redundant solid fuel appliances.
- Consider replacement of solid fuel systems for electric or air source/ground source.
- Consider replacement of solid fuel fires for an electric fire.
- Ensure tenants and leaseholders are provided with information about the reason that the appliance is being decommissioned.
- Remove or decommission and make safe any solid fuel appliance within a void property and ensure another suitable system is in place prior to the property being occupied.
- Repair functioning solid fuel appliances only where the cost is less than £400. In cases where the repair exceeds this sum and/or the system/appliance is deemed unsafe to use it will be condemned and made safe and an alternative heating option offered.
- Recommend changes to a heat source in consultation with the tenant.
- Not permit tenants or leaseholders to install their own solid fuel appliance.
- Set a high standard of workmanship and customer care for our staff and contractors.
- Offer advice and signposting for tenants in fuel poverty
- Monitor repeated repairs on solid fuel appliances and carry out an assessment to ensure that required future repairs provide value for money.

17.4 Air & Ground Source Heating

CHL are committed to install modern high efficiency renewable technology reducing its reliance on carbon intensive forms of heating such as gas/solid fuel & oil. Although these systems provide less risk from a compliance point of view it is essential that servicing regimes are delivered conforming to respective manufacturers instructions to ensure longevity of service life and ongoing safe and complaint operation. CHL shall ensure that cyclical maintenance arrangements are in place to ensure ongoing safe operation.

To obtain the desired level of performance it is important that tenants reference applicable user guides and CHL instructions on the building safety pages.

- CHL shall complete an annual cyclical safety check on all air and ground source heat pumps to include confirmation of ongoing safe operation and validation of safe pressure systems including discharge arrangements.

- Appointments shall be provided up to two months before the 12 month anniversary so CHL can demonstrate that all practicable steps to service appliances have been undertaken.
- CHL shall ensure that competent providers and operatives are used for servicing activities.
- In the event of new installations Microgeneration Certification Scheme (MCS) registered providers shall be used.

18. QUALITY INSPECTIONS

To ensure Gas Safe Register's requirements are met, the listing of CHL and approved contractor operatives (bullet point 6, section 3.0) is reviewed regularly by Gas Safe registered Mechanical Supervisors within the building safety team.

All original accreditation certificates are copied, along with their expiry dates, recorded on sharepoint to demonstrate contractor compliance.

Gas Safe registered Mechanical Supervisors inspect the quality of domestic gas work carried out by contractors working within CHL domestic premises, this includes:

- 100% of all heating installations and boiler replacements;
- targeted inspections of reported gas work
- targeted inspections on other works such as roof renewals & block refurbishment.
- 100% of IGEM Gas work risk assessments

Information and documentation generated by the above inspection regime is also held on the building safety sharepoint site

External contractors Morgan Lambert currently complete 100% LGSR checks manually however CHL is currently moving to TCW a document checking software.

The above measures provide assurance that work carried out on CHL gas installations, appliances and flues meets the requirements of the GSIUR, ACOP, MIs, CHL policies and processes.

19. PROCEDURE FOR STORAGE AND RETRIEVAL OF LGSRS

The GSIUR require Landlord's to retain Gas-related documentation for a minimum period of 2 years.

For insurance purposes or potential legal action, CHL retain this documentation for a minimum of a further five years giving due diligence to the requirements of the General Data Protection Regulations.

All gas related documentation is archived electronically in the Docuware system.

20. MATERIALS, FITTING AND EQUIPMENT

All materials and fittings used on CHL gas & Heating installations must comply with the relevant British Standard. Heating engineers and contractors working on behalf of CHL must ensure the fittings used are of the correct type and appropriate standard.

Substitutions or alternatives shall not be made without the prior agreement of CHL. (Incorrect, inappropriate or inferior fittings and materials have been found to be the root cause of gas near-miss incidents on previous occasions).

Equipment such as electronic manometers and flue gas analysers that are used to record safety-critical readings must have a valid certificate of calibration. The equipment must be of the correct type, fit for purpose and comply with the requirements of the relevant British Standard. Any gas work undertaken using equipment that does not have a valid certificate of calibration will be considered as unreliable and will therefore require repeating.

21. REVIEW

This Gas Safety Management Standard shall be reviewed - as a minimum - on an annual basis or if circumstances dictate, for example after a change of regulation, policy, related procedure, ACOP, British standard, industry guidance or following a gas incident or significant near-miss.