



Gas and Heating Safety Policy	
Internal consultation	SCG
External consultation	Building Safety engagement to be carried out 2025 / 2026
Equality Assessment	Y
Responsible officer	Head of Building Safety and Compliance
Approved by	PIC
Date approved	21 August 2025
Date due for review	21 August 2028
Version number	2025.1

1. Our policy is...

- 1.1 to manage the risk and meet all legislative requirements related to domestic gas and other heating systems, ensuring:
 - We manage the risks posed with gas safety.
 - We identify our specific responsibilities for each of our assets.
 - We work in accordance with the Gas and Heating Safety Management Plan (GHSMP).
 - We undertake the management of key activities that may impact on gas safety.
 - Our colleagues and contractors are competent.
 - We communicate effectively internally and with customers and other stakeholders.
- 1.2 This policy explains how we'll meet our responsibilities as a landlord, in relation to the safety and maintenance requirements for gas appliances and installations (and those of other fuel types covered by this policy). Individual gas and heating safety procedures, processes and operational guidance are contained in the associated GHSMP.
- 1.3 We'll adhere to [Gas Safe Register's \(GSRs\) Legislative, Normative and Informative Document List](#) and operate in compliance with legislation and regulation contained.
- 1.4 There's no specific legislation for solid fuel or oil-fired appliances. However, we'll work to National Association of Chimney Sweeps (NACS) and Oil Firing Technical Association (OFTEC) guidance, respectively.
- 1.5 In addition, we must meet the requirements of the Regulator for Social Housing's (RSH) Consumer Standards.

This is a controlled document. Please refer to the Colleague Hub for the latest version.

1.6 Our primary objective is to ensure that customers, contractors, colleagues and visitors remain safe in our premises (both domestic and non-domestic). Failure to properly discharge our legal responsibilities may also result in:

- Prosecution under the HSWA, or Corporate Manslaughter and Corporate Homicide Act 2007;
- Regulatory intervention by the RSH; and
- Reputational damage and loss of stakeholder confidence.

1.7 This policy statement establishes the broad framework for compliance with the key statutory and regulatory obligations.

2. We'll...

2.1 maintain the GHSMP and associated operational guidance which will provide details on the following:

- Roles and Responsibilities
- Data
- Delivery
- Competency
- Performance and Assurance
- Monitoring and Review
- Communication
- Gas and Heating Safety Operational Guidance
- Legislation
- Organisational Structure
- Qualifications
- Risk Assessments and Method Statements
- Updating gas engineers – toolbox talks
- Gas Servicing
- Gas repairs and maintenance
- Monitoring and measuring
- Complaints
- Health and Safety
- Gas Quality Control

2.2 All colleagues who have roles identified in the GHSMP will receive training appropriate to their role.

3. Our assurance...

3.1. We'll ensure this policy is effective through:

Reporting relevant KPIs to ViCPS, OCT, ViD, SCG, PIC, VET and Board on a monthly / quarterly basis.

The following assurance activities will be undertaken and reported to ARAC:

- Internal QA
- Third Party Assurance
- Strategic Review
- Early Strategic Intervention

The Board, as duty holder, will delegate responsibility for the implementation of the policy as detailed in the Gas and Heating Safety Management Plan and associated operational guidance, monitor its effectiveness and receive assurance of compliance.

3.2. We'll use information from satisfaction surveys to drive service improvement.

3.3. We'll review our performance and service delivery in comparison with other organisations to achieve the highest standards of service delivery.

Legislation and regulations

3.4 We'll ensure this policy complies with all relevant legislation and regulation, please see [Gas Safe Register's \(GSRs\) Legislative, Normative and Informative Document List](#).

Review

3.5 We'll review this policy at least every three years or when changes in legislation, regulations or best practice prompt an early review.

Version Control			
Version number	Reason	Approved by	Approved date
2025.1	Full review	PIC	21 August 2025