

Gas Servicing Policy

Approval Route	<i>ELT Lead: Matt Rickards, Executive Director Operations</i>
Applies to:	<i>Board Trustees, Retail Board Directors, Executive Leadership Team, Senior Management Team, all employees involved in property, compliance or operational management, appointed contractors and consultants undertaking gas-related works, and residents in relation to access and compliance with safety requirements.</i>

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1. Introduction

- 1.1 The purpose of this policy is to set out The ExtraCare Charitable Trust's ("ExtraCare") arrangements for the safe management, servicing and maintenance of gas installations and gas appliances for which ExtraCare has responsibility.
- 1.2 The objectives of this policy are to:
- Protect the health, safety and wellbeing of residents, staff, contractors and visitors;
 - Ensure compliance with all relevant gas safety legislation, regulation and statutory guidance;
 - Establish a consistent, organisation-wide approach to gas servicing and safety management; and
 - Reduce risks associated with gas installations and appliances so far as is reasonably practicable.
- 1.3 This policy defines the governance framework and technical standards to be met. Operational processes and procedures are contained within separate work instructions and contract documentation.

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2. Definitions

Term	Definition
Gas Appliance	Any appliance designed to use gas for heating, cooking or hot water.
Gas Safety Check	An inspection carried out by a Gas Safe registered engineer to confirm an appliance is safe to use.
LGSR	Landlord Gas Safety Record.
Gas Safe Register	The official gas registration body for the UK.
RiskBase	ExtraCare's digital compliance system.
Emergency Repair	A repair required to remove an immediate risk to health, safety or property.

3. Regulatory and Legal Considerations

3.1 ExtraCare is subject to a range of statutory duties relating to gas safety. In particular, landlords must ensure gas installations and appliances are maintained in a safe condition and that annual safety checks are carried out by competent persons.

3.2 Key legislation and regulatory requirements include:

- Gas Safety (Installation and Use) Regulations 1998 (as amended, including the 2018 amendments);
- Health and Safety at Work etc. Act 1974;
- Management of Health and Safety at Work Regulations 1999;
- Gas Safety (Rights of Entry) Regulations 1996 as amended by the Utilities Act (2000)
- Gas Appliances (Safety) Regulations 1995
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013.

3.3 Registered Providers are also required to comply with the Regulator of Social Housing's Home Standard, which requires adherence to all applicable statutory health and safety obligations.

3.4 Registered Providers are subject to regulatory intervention and enforcement action if found to have caused 'harm or potential harm that may be caused to tenants by a breach of standards', known as 'serious detriment'.

4. Responsibilities

4.1 Detailed responsibilities are below:

Board and Retail Board	Has ultimate accountability for gas safety across the organisation. Ensures an effective Gas Servicing Policy is in place and embedded within ExtraCare's governance framework, risk appetite and performance
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	standards. Receives assurance through Committees, ELT and SMT that statutory compliance is being achieved.
Chief Executive Officer	Has overall corporate responsibility for gas safety and is accountable to the Board. Ensures appropriate delegation, resources and governance arrangements are in place to maintain compliance with statutory obligations.
Executive Leadership Team (ELT) and Senior Management Team (SMT)	Set and lead organisational culture in relation to health and safety, including statutory gas safety compliance. Monitor performance and ensure material risks or compliance failures are escalated appropriately.
Head of Property and Environment	Holds strategic, commercial and operational responsibility for gas safety across all ExtraCare premises. Ensures compliance with Gas Safety (Installation and Use) Regulations and associated guidance. Advises the Executive Director Operations of any material risk, compliance failure or enforcement risk. Ensures suitable contractor arrangements and competent persons are appointed.
Health and Safety Manager	Provides specialist health and safety oversight relating to gas safety. Advises on statutory compliance, RIDDOR reporting requirements and incident investigation. Supports audit and assurance processes and reviews gas-related incidents or near misses.
Asset Investment Manager	Responsible Person for gas safety at the Head Office building. Ensures annual servicing, safety checks, certification and any remedial works are commissioned and completed within statutory timeframes.
Building Safety and Compliance Officer	Ensures all annual gas safety checks (LGSRs), servicing and inspections are completed within statutory timeframes. Maintains accurate compliance records within RiskBase (or equivalent system). Raises and tracks remedial works to completion. Monitors certification expiry dates and reporting dashboards.
Property and Compliance Manager	Ensures gas servicing and remedial works are delivered to required technical and quality standards. Undertakes sample post-inspections where appropriate. Supports monitoring of contractor performance and KPIs.
Regional Building Surveyors	Responsible Person for gas safety within their region. Provide regional oversight of gas safety compliance and support the delivery of the annual servicing programme managed through the central compliance function. Ensure access arrangements are facilitated locally and escalate any non-compliance or unsafe situations immediately to the Head of Property and Environment and the Health and Safety Manager.
Maintenance Supervisors	Deputy Responsible Person within their region. Coordinate access to plant rooms and dwellings where applicable and support local arrangements for statutory gas servicing visits. Ensure any suspected gas leaks, appliance faults or other gas-related concerns identified by staff are reported immediately and escalated in accordance with the Gas Servicing Policy and associated work instructions.
Facilities Maintenance Assistants (FMA's)	FMAs are responsible for the safe monitoring of plant and equipment within their working environment and for the prompt reporting and escalation of any gas-related risks or defects.

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	This includes: - Identifying and reporting suspected gas leaks, appliance faults, combustion issues, flue damage, or carbon monoxide alarm activation - Escalating issues immediately in accordance with the Gas Servicing Policy and emergency procedures - Ensuring that no unauthorised interference takes place with gas appliances or systems FMA's must not undertake any work on gas appliances, pipework, flues, or associated systems unless appropriately qualified and authorised.
Environment and Sustainability Officer	Monitor BMS alarms or system faults relating to gas-fired plant (e.g. boilers, CHP units) and escalate faults that may impact safe operation.
FM Provider (Specialist Contractor)	Designated Competent Person under contract. Must be Gas Safe registered and ensure all engineers hold valid ACS accreditation for the works undertaken. Responsible for carrying out annual safety checks, servicing, responsive repairs and issuing LGSRs. Must comply with statutory requirements, IGEM guidance and contractual obligations. Must classify and manage unsafe situations in accordance with industry standards.
Location Managers	Facilitate access to plant rooms and dwellings where required. Support resident communication regarding servicing visits. Escalate any access refusal or gas safety concerns immediately.
All Staff	Must report suspected gas leaks, smells of gas, carbon monoxide alarm activations, or unsafe appliances immediately in accordance with emergency procedures. Must not attempt to repair or tamper with gas installations.
Residents	Residents must: 1) Immediately report any smell of gas, suspected leak, appliance fault, flue damage, or carbon monoxide alarm activation to the National Gas Emergency Service (0800 111 999) and notify ExtraCare without delay; 2) Provide reasonable access for annual gas safety inspections and servicing; 3) Not tamper with, alter, or interfere with any gas appliance or installation; 4) Not install unauthorised gas appliances, LPG cylinders, or portable gas heaters within their dwelling.

5. Policy Statement

Gas Servicing and Safety Checks

- 5.1 ExtraCare will ensure that all gas appliances and installations for which it has responsibility are inspected and serviced at intervals not exceeding 12 months by Gas Safe registered engineers.
- 5.2 Landlord Gas Safety Records will be issued, stored securely, and retained for a minimum of two years.
- 5.3 ExtraCare will ensure that all relevant gas appliances, associated flues, ventilation provisions and safety devices are maintained in a safe condition at all times. Any defect identified through

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inspection, servicing, audit or incident reporting will be rectified without undue delay in accordance with statutory requirements and contractual response standards.

- 5.4 Where carbon monoxide detection is installed in connection with gas appliances, ExtraCare will ensure such alarms are tested and maintained in accordance with statutory requirements and manufacturer guidance.

Competence

- 5.5 Only appropriately qualified and Gas Safe registered engineers may carry out gas works. Contractor competence will be verified and monitored.

Unsafe Situations

- 5.6 Where an appliance or installation is identified as unsafe, it will be immediately isolated or removed from service in accordance with statutory guidance.

Emergencies and Repairs

- 5.7 Gas emergencies will be treated as a priority and managed in accordance with approved emergency and escalation procedures.

Resident-Owned Appliances

- 5.8 ExtraCare does not permit the use of gas-fired barbecues, portable gas heaters, LPG-fuelled appliances, or any similar combustion-based cooking or heating equipment within apartments, on balconies, terraces or in communal areas. The storage of LPG cylinders, propane canisters or other portable fuel sources within apartments, balconies, plant areas or internal communal spaces is strictly prohibited.
- 5.9 In addition, the use of charcoal, solid fuel or disposable barbecues on balconies, terraces or within close proximity to the building façade is not permitted.
- 5.10 These restrictions are necessary to prevent fire and explosion risk, eliminate uncontrolled ignition sources adjacent to the building envelope, and protect residents, staff and visitors from harm. They also support ExtraCare's statutory landlord duties in respect of gas safety and the safe management of associated combustion risks.
- 5.11 Any breach of these requirements will be managed in accordance with tenancy or lease agreements and relevant enforcement procedures.

6. Monitoring and Review

- 6.1 Compliance with this policy will be monitored through a structured assurance framework led by the Head of Property and Environment and reported through the governance structure. Monitoring arrangements will include performance reporting against the annual gas servicing and safety inspection programme, including completion rates and remedial action tracking; independent audits and sample inspections of Landlord Gas Safety Records and contractor performance; and the review and investigation of gas-related incidents, near misses, dangerous occurrences and any RIDDOR reportable events.
- 6.2 Performance data will be reviewed at operational level monthly and reported to the Executive Leadership Team and quarterly to the Operations Committee as part of statutory compliance

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assurance reporting. Any material non-compliance, enforcement action, or significant safety risk will be escalated in accordance with the Major Incident Escalation Policy.

6.3 This policy will be formally reviewed at least every three years to ensure it remains compliant with current legislation, regulatory standards, industry guidance and organisational risk appetite. An earlier review will be undertaken where there are significant changes to statutory requirements, regulatory expectations, organisational structure, contractual arrangements or following any serious incident that indicates the need for revision.

6.4 The effectiveness of this policy and associated work instructions will form part of wider health and safety governance reporting and will contribute to the organisation's overall compliance and risk management framework.

7. Associated Policies

<i>Policy Name</i>	<i>Policy Name</i>
Health and Safety Policy	Fire Safety Policy
Accessing Apartments Policy	Electrical Safety Policy
Responsive Repairs and Handyperson Service	Incident Management and Reporting Policy
Risk Management Policy	Business Continuity Policy
Appointing Construction Contractors and Consultants Policy	Contract Management Policy
Procurement Policy	Void Property Standard

8. Associated Work Instructions

<i>Work Instruction – Gas Safety Servicing and Access</i>	<i>Work Instruction – Gas Emergencies and Unsafe Situations</i>
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