

## Gas Safety and Servicing Policy

Date Reviewed	January 2026	Next Review Date	January 2029
Consultation	Health & Safety Panel, RSVP	Reviewed By	Head of Assets
EIA	tbc	Responsible Officer	Director of Customer Services
DPIA	N/A	Approval By	BCHG Board

### 1. Purpose

Black Country Housing Group (the Group) is committed to ensuring the highest standards of safety for its tenants, employees, and the wider public.

The Group will undertake annual gas safety checks and servicing for every appliance and/or flue installed in its properties (individual/communal) within 12 months of installation and subsequently at 12-month intervals. This will be conducted in full compliance with the Gas Safety (Installation and Use) Regulations 1998, the Health and Safety at Work etc. Act 1974, and all other relevant health and safety legislation.

### 2. Scope

Applies to all BCHG properties with a live gas supply, including those without appliances in use. Excludes leasehold/shared ownership properties (responsibility rests with leaseholder/shared owner).

### 3. Definitions

BCHG – Black Country Housing Group  
 LGSR – Landlord’s Gas Safety Record  
 GSRE – Gas Safe Registered Engineer  
 CP12 – Gas Safety Certificate, also known as LGSR.  
 PIMSS – Property Information Management System  
 GAC - Group Audit Committee

### 4. Related Policy / Procedure and other Documents

- Health and Safety Policy
- Gas Servicing Policy
- Repairs and Maintenance Policy
- Tenancy Agreement
- BCHG Building Safety Policy
- Healthy Homes Strategy

BCHG will comply with the following legislative and regulatory requirements:

#### 4.1 The Gas Safety (Installation and Use) Regulations 1998 (SI 1998 No. 2451)

Regulation 36 places a legal duty on landlords to:

- i) Maintain gas appliances, flues, and pipework in a safe condition.
- ii) Arrange annual gas safety checks by a Gas Safe Registered Engineer.
- iii) Keep and provide gas safety certificates (CP12s) to tenants within 28 days.
- iv) Keep records for at least two years.

#### 4.2 Health and Safety at Work etc. Act 1974 – Sections 2(1), 2(2), 3(1), and 3(2)

4.3 Health and Safety Executive Approved Code of Practice L56 – “Safety in the installation and use of gas systems and appliances”

4.4 The Building Regulations 2010 (Part J – Combustion Appliances and Fuel Storage Systems) applies to new installations or major replacements.

### **5. Roles and Responsibilities**

- The Director of Customer Services is the responsible officer.
- The Head of Assets is responsible for the delivery and monitoring of this policy.
- The Executive Team are responsible for oversight and enforcement of the Policy.
- The Board are responsible for approving the Policy.

### **6. Policy Statement**

The Head of Assets is supported by the Environmental, Investment & Compliance Manager, will be responsible for the delivery and monitoring of this policy.

Where tenants do not provide access despite BCHG following the agreed access procedures and making all reasonable attempts, the Group will pursue legal enforcement to gain entry. This ensures that regulatory compliance is maintained and safeguards the health and safety of tenants and that of the neighbouring properties.

BCHG will inspect and record the condition of tenants’ own gas appliances (such as cookers and gas fires) as part of the gas safety check, but the responsibility for maintenance and servicing of these appliances rests with the tenant.

If an appliance is deemed unsafe, it will be disconnected, capped off, and recorded on the safety certificate. Where BCHG removes a gas fire due to safety concerns, it will not be replaced, and the opening will be sealed appropriately.

### **7. Policy Details**

From 1 April 2025, BCHG directly delivers the majority of its gas servicing and repair programme through its in-house gas team, consisting of Gas Safe registered BCHG gas engineers. This insourced model replaces the previous external contractor arrangements.

Where we have commercial gas plant rooms or communal boiler systems (retirement living and supported living schemes), the servicing and maintenance of these installations will be delivered by accredited external commercial gas contractors due to the specialist nature of commercial gas plant and the comparatively low number of systems across our stock.

BCHG will retain full oversight of statutory compliance, ensuring servicing frequencies, certification, remedial actions, and emergency cover meet regulatory requirements and are recorded within PIMSS and associated compliance systems.

BCHG will complete a Landlord's Gas Safety Record (LGSR) on all new lettings, ensuring the gas supply is capped when a property becomes void and reinstated only following a full service, turn-on, and test prior to reoccupation.

All BCHG / contractor gas engineers are fully registered Gas Safe and hold the appropriate competencies to conduct the required work. All gas engineers have their competencies verified annually in keeping with the Gas Safe registration dates from the issue of the BCHG Gas Safe card. The details and anniversary dates are stored on the HR Cascade system that prompts a yearly check of qualification codes and license numbers.

Internal quality checks and audits will be conducted on a sample of properties to verify compliance and standards of workmanship.

Leaseholders should be reminded yearly as part of the service charge reviews that although not the responsibility of BCHG leaseholders should maintain the service of their own gas supply and heating systems.

This policy will be reviewed every three years or sooner if legislation or operational needs require.

## **7.1 Data Processing**

- All LGSRs will be securely stored on BCHG's SharePoint and recorded in the PIMSS compliance system.
- BCHG will apply the 2018 Gas Safety Regulations amendments, allowing servicing carried out between months 10–12 to retain the existing expiry date.
- A copy of the gas safety certificate is made available to tenants via the customer portal or can be posted or emailed upon request.

## **7.2 Legal and Regulatory Considerations**

- Each property with a live gas supply will receive a service within every 12-month period.
- The access process will begin on month 10 of the service cycle.
- BCHG gas engineers will always carry and present valid BCHG identification & Gas Safe license cards and will conduct themselves professionally.
- BCHG will make every reasonable effort to gain access prior to legal enforcement, considering tenant vulnerability or support needs.
- BCHG may cap off a gas supply in exceptional circumstances, subject to the Director of Customer Services' approval and will be reported to the Group Audit Committee.
- BCHG will not cap a property's gas supply where residents are self-isolating for health reasons.

### **7.3 Equality Diversity & Inclusion**

The Equality Act 2010 makes it unlawful to discriminate directly or indirectly in employment or the provision of services because of any protected characteristic. No concerns have been identified which would prevent implementation of this policy. All Tenants of BCHG are treated with fairness with a full EIA tbc.

### **7.4 Gas Emergency Response (24/7)**

BCHG operates a 24-hour gas emergency response arrangement to ensure the safety of tenants, staff, and the wider public. Any suspected gas leak or smell of gas must be reported immediately to the **National Gas Emergency Service on 0800 111 999**, which operates 24 hours a day. All other gas-related emergencies, including concerns about gas appliances or installations within BCHG properties, should be reported directly to **BCHG on 0300 555 0302**, which is available both during and outside normal working hours. Tenants are advised to follow any safety instructions given and not to use gas appliances where a risk is suspected.

### **7.5 Capping a live gas supply to a tenanted home**

BCHG will only cap a live gas supply to a tenanted home in exceptional circumstances—either in an emergency, or where access has not been gained to complete the annual gas safety check despite all reasonable efforts.

Any request to cap a supply is requested by the Customer Relations Manager, who will have made appropriate attempts to contact the tenant and considered any known vulnerabilities or health conditions. All requests are authorised by the Director of Customer Services.

Where a supply is capped, the Customer Relations Manager will ensure that appropriate welfare checks are carried out and that alternative arrangements for heating and hot water are actively explored and put in place where required

## **8. Compliance, Monitoring & Reporting**

- BCHG's internal lead gas engineer, with guidance from the gas supervisor, will conduct routine inspections to ensure compliance with Gas Safe standards.
- A 10% sample of works will be independently audited by a third party annually.
- Compliance performance will be monitored monthly and reported via the SLT meetings.
- Compliance KPI will be reviewed quarterly by the GAC.