



# Gas Safety Policy (Housing)

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## Contents

1	Accessibility of Document .....	3
2	What is the goal of the policy?.....	4
3	How does the policy comply with the law and other requirements? .....	4
4	Supporting Policies or Procedures .....	4
5	EDI Statement .....	4
6	Policy Statement .....	5
6.1	Introduction .....	5
6.2	Commitments .....	5
6.3	Contractor Competence .....	5
6.4	Annual Gas Servicing .....	6
6.5	Communication and Training .....	6
6.6	Resident Engagement.....	7
7	Roles and Responsibilities .....	7

## **1 Accessibility of Document**

Our aim is to make our services easy to use and accessible for everyone

We will take steps to make any reasonable adjustments needed for you to contact us, access our policies, or any requests to provide responses in other formats.

Depending on the individual's needs, these might include:

- Using larger print, or a specific colour contrast
- Giving more time than usual to provide information or comments on a complaint
- Using the telephone rather than written communication
- Communicating with a person through their representative or advocate
- Arranging a single point of contact
- Having an 'easy read' version of the document

If you would like to contact us about reasonable adjustments or alternative formats, please email [edi@dacorum.gov.uk](mailto:edi@dacorum.gov.uk) or call us on **01442 228000**

If you prefer to write to us, send your letter to:

**Equality, Diversity and Inclusion Team  
Dacorum Borough Council  
The Forum, Marlowes, Hemel Hempstead  
Hertfordshire  
HP1 1DN**

You can find information on Advocacy support here:

<https://www.dacorum.gov.uk/home/do-it-online/contact-us/advocacy-support>

## **2 What is the goal of the policy?**

The aims of the policy are to:

- Ensure the health and safety of people living in or visiting DBC properties
- Outline our approach to managing risk
- Ensure compliance with all relevant legislation
- Set out our approach to monitoring and carrying out gas servicing visits

## **3 How does the policy comply with the law and other requirements?**

The legislation listed below will be taken into consideration when implementing this policy:

- Landlord and Tenant Act 1985
- Housing Act 2004
- Health and Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1999
- Gas Safety (Installations and Use) Regulations 1998
- Management of Health & Safety at Work Regulations 1999
- Corporate Manslaughter and Corporate Homicide Act 2007
- Social Housing Regulation Act 2023 (Consumer Standards)

## **4 Supporting Policies or Procedures**

This policy links to and should be read in conjunction with the following policies and strategies:

- Corporate Health & Safety Policy
- DBC Tenancy Agreement
- DBC Tenants Handbook
- Fire Safety Policy
- Recharge Policy
- Gas Safety Procedure

## **5 EDI Statement**

The Council is committed to promoting equality of opportunity. The Council has procedures in place to ensure that all individuals are treated fairly and without unlawful discrimination.

## **6 Policy Statement**

### **6.1 Introduction**

At Dacorum Borough Council (DBC) we prioritise the health and safety of all people who live, work in or visit our properties. Further to this, we have a legal requirement to ensure that all properties owned by DBC with gas installations and appliances comply with the Gas Safety (Installation and Use) Regulations 1998.

The repercussions of not following these regulations can be deadly, with potential consequences such as risk of fire, explosion and carbon monoxide poisoning. Therefore, the implementation of and adherence to this policy is of paramount importance.

### **6.2 Commitments**

- We will ensure that all contractors carrying out gas safety or appliance servicing works are qualified and competent
- We will carry out annual servicing checks to all properties with gas installations and appliances
- Smoke and carbon monoxide alarms will be checked annually
- Tenants occupying our properties must allow access in order for us to carry out annual servicing checks as required
- If access cannot be gained to a property requiring a gas servicing appointment then enforcement action will be taken
- We will maintain effective and ongoing communication with our tenants to keep them informed and offer guidance around gas safety issues
- We will provide tenants with information and education to promote energy efficiency

### **6.3 Contractor Competence**

At Dacorum Borough Council we use our corporate procurement process to ensure that contractors carrying out works on behalf of the council are appropriately qualified and competent.

To confirm the competency of the contractor, we will:

- Check the contractor's Gas Safe Registration
- Ensure all engineers have an appropriate Accepted Certificate of Competence
- Ensure only authorized engineers work on DBC appliances
- Hold copies of all authorised engineer's qualifications

All gas servicing works in DBC properties are carried out by Aaron Services and Orion, who work closely in partnership with both DBC and Cardo Group (our repairs and maintenance contractor) to ensure a seamless and effective service for tenants.

Aaron Services are responsible for servicing and maintaining domestic gas boilers and appliances and Orion manage our communal heating systems. All certification and documents relating to gas safety will be owned and retained by DBC.

As a Housing Service and landlord, we also carry out regular quality checks and audits (in some cases making use of external consultants) to ensure servicing is carried out effectively, current legislation is adhered to and ongoing monitoring is in place.

#### **6.4 Annual Gas Servicing**

As a landlord, DBC are legally obliged to annually check any gas installations in properties we own or manage and to service any appliances which fall under our responsibility.

The annual Landlord Gas Safety Record (LGSR) will ensure all appliances are safely working. Where an installation/ appliance is found to be faulty and beyond repair it will be decommissioned. A property may be left with temporary heating whilst a replacement gas installation is arranged.

During the LGSR the engineer will check all smoke and carbon monoxide alarms to ensure they are in date and working. If found to be faulty or not present a battery alarm will be installed by the operative. This will then be referred back to the Safe Homes Team.

Under the Tenancy Agreement signed by all DBC tenants, tenants must allow reasonable access in order for gas installation and appliance servicing to take place.

If access cannot be gained to the property in order to carry out this servicing work within a reasonable timeframe, enforcement action will be taken. This may result in the council seeking an injunction to gain entry. The tenant in question may be liable for any costs incurred as a result of court action taken (usually a minimum of £250).

Leaseholders are responsible for making sure their boiler and gas appliances are safe. We have a scheme with our partners Aaron Services to offer discounted rates for boiler servicing and gas safety checks to council leaseholders. For more information please click [here](#).

#### **6.5 Communication and Training**

Fostering a positive and proactive attitude among both staff and tenants towards gas safety issues is important in preventing potential future incidents.

We ensure that tenants have access to [information and guidance](#) around gas safety and what they should do if they suspect a gas leak. All relevant staff are encouraged to develop and promote safe working practices and attitudes towards gas safety.

## **6.6 Resident Engagement**

Through the implementation of resident engagement initiatives, we aim to empower residents with the knowledge and skills necessary to use their central heating systems efficiently, thereby contributing to a more sustainable living environment. Our aim is, with the correct approach, to maximise energy efficiency, reduce carbon emissions, and ensure the long-term safety and well-being of our community.

During the annual LGSR, engineers will conduct education conversations with residents to enhance their understanding of the central heating system. These sessions will focus on educating residents about the proper operation of boilers, room thermostats, and thermostatic radiator valves, and how these small changes will assist in reducing fuel bills and carbon emissions.

For additional information, tenants can access resources available on the DBC website. Tenants are responsible for managing their fuel bills and are to enter into agreements with utility companies.

## **7 Roles and Responsibilities**

Operational responsibility for DBC's Housing Service adherence to this policy lies with the Assistant Director for Housing. Overall accountability lies with the Chief Executive of Dacorum Borough Council, deputised by the Strategic Director, Housing and Property Services.

Responsibility for carrying out the programme of risk assessments, ensuring compliance with statutory legislation and HSE guidance and maintaining up to date records falls to the Compliance Lead Officer. The Head of Safe Homes oversees and holds accountability for this.

All employees of DBC have a responsibility to health and safety.