



Gas and Carbon Monoxide Safety Policy

AST-POL-14-04

June 2023

0.	DOCUMENT CONTROL		
0.1	SUMMARY		
	Gas and Carbon Monoxide Safety Policy		
0.2	DOCUMENT INFORMATION		
Role	Name/Position	Date	
Author	Vicky Houghton. Head of Asset Compliance	Jan 2023	
Approved by			
Document Reference	AST-POL-14-04		
0.3	DOCUMENT STATUS HISTORY		
Version	Date	Change owner	Reason for Update
1	19/06/23	VH	Approval process concluded through internal stakeholder consultation, GEMT approval and LOC approval (08/06/23)
0.4	DOCUMENT REVIEW DATE		
Review Due	June 2024		
Responsible Officer	Vicky Houghton		
0.5	DISTRIBUTION		
Name / Department	Title		
Torus	All Staff		
0.6	ASSOCIATED DOCUMENTS		
Ref: AST-STR-04-01	Title: Over-arching Compliance Policy		
Ref: AST-POL-13-04	Title: Electrical Safety Policy		
Ref: AST-POL-17-04	Title: Fire Safety Policy		
Ref: AST-POL-15-04	Title: Asbestos Safety Policy		
Ref: AST-POL-16-04	Title: Lift Safety Policy		
Ref: AST-POL-12-04	Title: Water Safety Policy		

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1. Introduction

- 1.1 At the time of Policy approval Torus owns and manages in the region of 37,000 tenanted properties. Approximately 97% of these properties have gas appliances installed.
- 1.2 Either Communal Gas Boiler systems, Fossil Fuel Burning appliances (Fuel Oil/Solid Fuel), Electric Heating and Hot Water systems or Renewable Energy systems (Air or Ground Source Heat Pumps) serve the remainder. Torus has a responsibility to maintain all installations and appliances owned by it within its Housing Stock to the required statutory, legislative, and regulatory standards.
- 1.3 This Policy explains how the safety and maintenance requirements for Gas Appliances and Installations (and those of other fuel types covered by this Policy) within Torus's Housing Stock will be met. Individual Gas Safety Procedures and Processes are contained in the associated Gas and Carbon Monoxide Safety Management Plan. It will also cover how Torus's Board, as Duty Holder, will receive assurance of statutory, legislative, and regulatory compliance.

2. Statement of Intent

- 2.1 This Policy covers both domestic and commercial (e.g., communal and district heating systems) appliances including Gas-Fired, Solid Fuel (including biomass), Oil-Fired, Air and Ground Source Heat Pumps, Solar Thermal, and unvented hot water systems associated with them. It also covers properties with a provision for a gas supply or a readily available gas supply (but no gas appliances) and other activities that are undertaken at the same time as servicing / inspection of the above appliances.
- 2.2 The definition of gas within this Policy document is defined as Natural Gas, Hydrogen Blended Gas, Hydrogen Gas and Liquid Petroleum Gas (LPG) commonly known as Propane and Butane.
- 2.3 Maintenance of other forms of Electric-only Heating will be covered within the Electrical Safety Management Plan.
- 2.4 Torus will comply with all current and relevant legislation and specifically as detailed in the following:
 - Health and Safety at Work Act (HASAWA) 1974,
 - The Gas Safety (Installation and Use) Regulations 1998 (GSIUR) as amended 2018,
 - Gas Safety (Management) Regulations 1996,
 - Approved Code of Practice L56 (Fifth Edition) 'Safety in the Installation and Use of Gas Systems and Appliances' 2018
 - The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022

- British Standards
- Building Regulations
- Building Regulations Document G: 2015 Edition with 2016 Amendments
- Combustion appliances and fuel storage systems: Approved Document J

There is no similar, specific legislation for Solid Fuel or Oil-Fired appliances. However, Torus takes the view that other legislation such as the HASAWA 1974 and Landlord Tenant Act 1985 may be applied.

2.5 In addition, as a landlord and provider of Social Housing, Torus must meet the requirements of the Regulator of Social Housing's (RSH) Home Standard.

2.6 It is essential to ensure that customers, residents, employees, and visitors remain safe in Torus's premises (both individual homes and offices). Failure to properly discharge our statutory, legal, or regulatory responsibilities may also result in:

- Prosecution by the Health and Safety Executive under Health and Safety at Work Act 1974.
- Prosecution under Corporate Manslaughter and Corporate Homicide Act 2007.
- RSH's scrutiny and potential determination of a breach of the Home Standard and serious detriment having been caused/potentially caused.
- Reputational damage.
- Loss of confidence by stakeholders in the organisation.

2.7 Detailed roles and responsibilities will be documented within the Gas Safety Management Plan and associated Operational Guidance. The overarching roles and responsibilities are as follows:

- The Torus Board has overall responsibility for approving this Policy, delegating responsibility for its implementation, monitoring its effectiveness at high level and receiving assurance of compliance. The Torus Board will also ensure that there is a system in place that provides adequate protection from detrimental treatment or victimisation for anyone making disclosures that they genuinely believe to be necessary in the interests of Gas Safety.
- The Audit and Risk Committee will be responsible for ensuring that the Torus Board receives the assurance it requires.
- The Chief Executive Officer (CEO) will be responsible for the implementation of the Policy and will allocate responsibilities within the Executive Team and ensure that there is adequate management, monitoring, and visibility of performance. The CEO will recommend this Policy to the Board on behalf of the Executive Team GEMT (Group Executive Management Team)).
- The Chief Operating Officer (COO) will take overall responsibility for the delivery of the Policy commitments described in the Data, Key Activities to Manage Risk and Communications sections of the Policy. All potential, material non-compliance will be reported to the CEO/

GEMT irrespective of whether this relates to a KPI (Key Performance Indicators) scrutinised by the ET (Executive Team) or other groups.

- The Group Director of Assets (GAD) will take overall responsibility for planning and implementing the assurance activities described in this Policy and for the effective upward reporting of performance.
- All Directors will take responsibility for ensuring that staff and contractors they employ have the skills, knowledge, and expertise necessary to deliver the commitments outlined in the Policy. Directors will identify Competent Person(s) (internal or external) suitable for the delivery of specific tasks.
- Competent Person(s) will have a responsibility to identify any concerns about their own competency for the task that they are being asked to undertake and recommend additional competency is procured where required.

3. Policy

3.1 In order to comply with statutory, legislative, and regulatory standards and obligations, and to ensure the safety of our customers, staff, contractors and other visitors to our properties, Torus will:

3.2 Process:

- Provide clear lines of responsibility for all appliances and heating systems within the scope of this Policy supported by written guidance in the Gas and Carbon Monoxide Safety Management Plan.
- Ensure that a clear and consistent process (including front-line engagement and enforcement) is in place to obtain access to properties to conduct the Safety Checks and works, which shall include appropriate legal action (consistent with the Tenancy Agreement) when required in the face of persistent tenant refusal to allow such access – and *not* the capping of gas supplies in the absence of/as an alternative to such appropriate legal action.
- Proactively assess available data for relevant information about the customer to help gain access (disability, vulnerability, local connections, etc.).
- Maintain a process for dealing with gas safety unsafe situations in accordance with the Gas Safety Regulations (IGEM/G/11 Edition 2 with Amendments) and associated documents.

3.3 Delivery:

- Target that all domestic properties with gas appliances, gas supplies, Solid Fuel or Oil-Fired appliances have a valid Landlord Gas Safety Record (LGSR) and/or Solid Fuel (HETAS (Heating Equipment Testing and Approval Scheme)) or Oil Safety (OFTEC (Oil Firing Technical Association)) Certificate.
- Inspect all properties with Air Source, Ground Source and Solar Thermal Heating/Hot Water annually and obtain appropriate documentation.
- All other properties with potential to have a gas supply will be subject to an annual check to confirm that no gas supply has been installed.

- Landlords do not have a legal responsibility for carrying out a Safety Check or maintenance to gas appliances owned by the tenant/s. However, at the time of the annual Safety Check, Torus will also check all tenant owned gas appliances for safety. This will be done by means of:
 - A visual risk assessment
 - Where intervention with a gas appliance is needed undertake an assessment in line with Gas Safety (Installation and Use) 2018 - Regulation 26(9).
 - Application of the relevant Torus Gas Safety Procedure.
- This is to comply with other legislation such as HASAWA 1974 and Landlord and Tenant Act 1985, and to ensure any works completed by the tenant that may have been undertaken since the last Safety Check are identified. Any safety critical faults found on a tenant-owned appliance will result in the appliance being isolated and disconnected from the gas supply and the tenant informed in line with the IGEM/G/11 procedure. Torus will not be liable for repairs to tenant owned appliances.
- Ensure, where required, that Commercial Systems and Pressure Vessels have a Written Scheme of Examination.
- Target that all Commercial Systems are inspected and serviced in accordance with manufacturer's requirements and the Written Scheme, but in any event at intervals of not more than 6 months and have a valid Landlord Gas Safety Record (LGSR)
- Disconnect and Cap-Off the gas supply at the meter and make safe upon a property becoming void. When the property is then re-let, the gas supply is reconnected and a new Gas Safety Inspection will take place, with the issue of a new Gas Safety Certificate (LGSR). If a property is void for more than a 12-month period, a Service/Inspection visit will be made on the anniversary date to ascertain that the gas supply is still capped and disconnected (unless the gas has been terminated at the highway outside the property by the transporter and we are in receipt of a disconnection certificate).
- Prioritise defects and remedial works arising from Gas Safety Checks and apply a timescale for action, as detailed within the Gas and Carbon Monoxide Safety Management Plan.

3.4 Additional Safety Measures:

- Install Carbon Monoxide Detectors in all properties where required as detailed within the Gas and Carbon Monoxide Management Plan to the standard required by The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 and test these on an annual basis in conjunction with the annual Safety Inspection visits and record this test on the Landlord Gas Safety Record (or other applicable Record/Certification).
- Test Smoke and Heat Alarms, where fitted, in conjunction with the annual Safety Inspection visits and record this test on the Landlord Gas Safety Record (or other applicable Record/Certification).
- Implement an ongoing programme to upgrade all Carbon Monoxide Detectors and Smoke and Heat Alarms from battery power to Hard-Wired systems.
- Neither install, nor give permission for tenants to install, wood burning stoves or open fires. Any unauthorised installations will be required to be removed by Torus's appointed contractor at the tenant's own expense.

- Other tenant alterations should be subject to prior notification, agreement, and appropriate landlord's permission from Torus to proceed before they are undertaken – as is required by the Tenancy Agreement. Permission will not be unreasonably withheld.

3.5 Contractors Competency:

- Only engage with suitably qualified contractors to undertake work on Gas Installations, in accordance with the obligations of the Construction (Design and Management) Regulations 2015 Regulation 4 (6)
- Ensure that contractors working with Solid Fuel appliances are competent to do so and hold current and appropriate qualification and registrations, and those engaged in respect to Oil-Fired appliances are similarly OFTEC registered.
- Carry out an assessment of all contractor competencies annually or at change of contract /contractor, as detailed within the Gas and Carbon Monoxide Safety Management Plan.

3.6 Internal Competency:

- Maintain a Skills/Training Matrix to ensure that all staff undertaking key roles within the scope of this Policy have appropriate training.
- Operate a detailed Competence Framework, including regular appraisals, as part of the Gas and Carbon Monoxide Safety Management Plan.

3.7 Data:

- Maintain an up-to-date Master Database of all properties that have a gas supply including those that may not have a live gas supply but can be readily connected to the gas grid.
- For each relevant property, record and maintain up to date data confirming which of the appliances within the scope of this Policy exist and do not exist and the organisation's associated responsibility.
- Where a requirement exists, hold data and certification relating to at a minimum the last two Safety Checks and the next due date.
- Where a requirement does not exist hold appropriate evidence.
- Maintain current and up to date records of remedial works for the entire portfolio, which will detail all recommendations from the Safety Checks. These records will include (i) Address and Risk Profile of the property, (ii) Detail of the Work Item required, (iii) Priority and Target Completion Date/s, (iv) Person Responsible, (v) Date of when the Work was Completed and (vi) Who it was Signed-Off by and (vii) Evidence of Completion.

3.8 Assurance:

- Ensure that all persons involved with the installation, inspection, servicing and maintenance of Gas, Solid Fuel, Oil and Renewable Technology systems are competent to do so. This would include evidence and confirmation of persons being properly trained and accredited in accordance with this Policy.

- Where necessary, operate a Permit to Work system when safety- critical work is being carried out near to appliances and flues by engineers that are not Gas Safe Registered/HETAS or OFTEC approved.
- Carry out works-based assurance activity – including checks on certification and post-inspection of on-site works – to the level stated within the Gas and Carbon Monoxide Safety Management Plan. A proportion of such checks will be carried out by an Independent 3rd Party.
- Set a timetable for the review of the Gas and Carbon Monoxide Safety Policy and the associated Management Plan.

3.9 Communication:

- Encourage customers, through the provision of publicity information on the importance of Gas and other Heating Safety, to allow access to carry out Safety Checks and maintenance works.

4. Implementation

- 4.1 This Policy will be effective from June 2023 following Board/Council/Cabinet approval.
- 4.2 Staff will be made aware of the Policy at priority training and a copy will be available on the Intranet. The Policy will also be uploaded to the Torus website.
- 4.3 This Policy should also be read in conjunction with the Torus Compliance Strategy and the associated Gas and Carbon Monoxide Safety Management Plan.
- 4.4 Appropriate training will be provided for all those staff involved with the operational delivery and implementation of the Landlord Compliance requirements and obligations in respect to Gas and Carbon Monoxide Safety detailed within this Policy.

5. Consultation

- 5.1 This Policy is based on statutory, legislative, and regulatory requirements and, as such, consultation with customers has not taken place. There has been consultation with Internal Teams within Torus.

6. Equality Impact Analysis (EIA)

- 6.1 We believe all people should be treated with dignity and respect regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including, nationality, ethnic or national origins), religion, belief or non-belief, sex, or sexuality or by association with someone with any of these characteristics or perception of having any of these characteristics.

7. Monitoring Performance

- 7.1 The Performance Indicators (PIs) and Key Performance Indicators (KPIs) will be reported to the Asset Compliance Group, Executive Team or Board at the frequencies outlined within the Gas Safety Management Plan. These PIs or KPIs will be reviewed periodically by the Asset Compliance Group and additional/ amended measures may be recommended.
- 7.2 Commentary will be provided for any properties out of date, to include the date they became overdue, days overdue and their position within the access legal process to bring them back into a compliant position. Additional context commentary will also include information on the proportion of activities within the reporting period that were undertaken before and after their due date.
- 7.3 A detailed Performance Indicator suite will be defined within the associated Gas and Carbon Monoxide Safety Management Plan.
- 7.4 The following Quality Assurance (QA) activity will be undertaken and reported in line with the Gas and Carbon Monoxide Safety Management Plan:
- Internal Audit.
 - Strategic Review.
 - 3rd Party Assurance.

8. Policy Review

- 8.1 The Policy will be reviewed every 12 months or earlier if deemed necessary through the Performance Monitoring process.

9. Amendment Log/Version Control

- 9.1 Revision Detail/Record:

Date of Revision:	Record of Amendments:	Reason for Revision:	By Whom: Name and Title