

APPENDIX 1



Housing
Landlord Services
Gas Safety Policy
2019

DOCUMENT HISTORY		
Name of Policy:	Housing Landlord Services Gas Safety Policy 2019	
Purpose of Policy:	New Forest District Council is committed to its legal obligations and will comply with its statutory duties in accordance with The Gas Safety (Installation and use) Regulations 1998 and The Gas Industry Unsafe Situations Procedure. This will ensure that all Council owned properties are maintained to the highest standard of health and safety for people in properties owned or managed by the Council and which has gas-fired appliances. This policy details how the Council, in line with current regulations, will manage and enforce gas safety and servicing of every residential property owned by the Council and the responsibility of Housing Landlord Services.	
Policy Applies to:	This policy and the subsequent arrangements apply to all directly and indirectly employed housing staff within New Forest District Council and, where appropriate, tenants, contractors and members of the public.	
First Issued:	1 st November 2019	
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Section 1 Policy Background & coverage

1.1. Introduction

New Forest District Council('The Council') is committed to complying with best practice and its statutory duties in accordance with The Gas Safety (Installation and use) Regulations 1998 (as amended) and The Gas Industry Unsafe Situations Procedure, to ensure that all Council owned and managed properties which has gas-fired appliances and installation pipework, are maintained to the highest standard of health and safety.

This policy details how the Council in line with current regulations will manage and enforce gas safety and servicing of every residential property owned and managed by Housing Landlord Services.

1.2. Scope

The Scope of this policy is to ensure Housing Landlord Services complies with its obligations under the Gas Safety (Installation and Use) Regulations 1998 (as amended) ('the Regulations') and including appropriate Codes of Practice for Solid Fuel, Oil and LPG installations. (see section 2 for full list of relevant legislation)

The Council will ensure that Gas Safety for maintenance, repair and servicing will reflect the following overall principles:

- To protect the health and safety of the tenants, residents, visitors, general public, employees and contractors so far as is reasonably practicable;
- To maintain all gas appliances that are New Forest District Council's responsibilities in safe working order and in accordance to any manufacturer's Instructions;
- To identify and manage all risks involved;
- To promote and enforce gas safety;
- To provide relevant gas safety information and maintain a dialogue with tenants and employees, and to work in partnership with contractors;
- To ensure that all council properties are safe and suitable for letting from a health and Safety perspective and comply with all legal requirements;
- Raise awareness to residents and staff of carbon monoxide and Gas safety including recognising the symptoms of CO poising and the procedure to follow.

Section 2 Legislative and Regulatory Context

There is significant legislation and regulations around Gas safety in residential and commercial buildings that have been adopted, implemented and reviewed over many years, and gives practical advice and guidance on how to comply with the law.

The Gas Safety (Installation and Use) Regulations 1998 (as amended), (GSIUR)

The Regulations 1998 deal with the safe installation, maintenance and use of gas systems, including gas fittings, appliances and flues, mainly in domestic and commercial premises. The

Regulations generally apply to any 'gas' as defined in the Gas Act 1986. The requirements therefore include both natural gas and liquefied petroleum gas (LPG).

These Regulations place responsibilities on a range of people, including those installing, servicing, maintaining or repairing gas appliances or fittings, as well as landlords.

The enforcing authority for the regulations is the Health and Safety Executive (HSE).

Within the scope of the Regulations, a landlord is defined as 'the person who own premises that are occupied under a lease or tenure'.'

In respect of the landlord's 'duties', the regulations specify:

Regulation 35, Duties of employers and self-employed persons: Require an employer of self-employed person to ensure that any gas appliance, flue or installation pipework installed at a place of work they control is maintained in a safe condition.

Regulation 36, Duties of Landlords: This states that landlords are legally responsible for the safety of their tenants in relation to gas safety. By law landlords must:

- (1) Repair and maintain gas pipework, flues and appliances in safe condition;
- (2) Ensure an annual gas safety check on each appliance and flue;
- (3) Keep record of each safety check

The Gas Industry Unsafe Situation Procedure (GIUSP)

This Procedure has been drawn up by the Gas Industry, in order to assist competent engineers to meet their legal duties in accordance with the Regulations and associated Approved Code of Practice and Guidance and correctly classify unsafe gas installations. The GIUSP outlines the appropriate actions which are deemed as best practice by the industry that engineers need to take to ensure they comply with legislations.

The priority in this procedure is for gas engineers when encountering an unsafe situation, is to safe guard life and property. It is essential that gas engineers are able to identify gas installation and appliances which presents a danger.

Report of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

Under RIDDOR, registered businesses or their engineers are required to notify the Health and Safety Executives (HSE) of certain unsafe situations.

The following situations and injuries are reportable under RIDDOR when they result from a work-related accident and the respective regulations that cover this:

- (1) The death of any person (Regulation 6)
- (2) Specified Injuries to Workers (Regulation 4)
- (3) Injuries to non- workers which result in them being taken directly to hospital for treatment premises. (Regulation 5)

The Housing Act 2004, which introduced the Housing Health and Safety Rating System (HHSRS)

The Housing Act 2004 introduced the housing health and safety rating system (HHSRS). The HHSRS is a risk-based evaluation tool used to assess potential risks and hazards to the health and safety of occupants from deficiencies identified in residential properties in England and Wales.

- a) The assessment method focuses on the hazards that are present in housing and tackling these making housing healthier and safer to live in;
- b) The assessment covers 29 categories of hazard which includes the threat of uncontrolled fire and smoke.

Other Legislation, Approved Codes of Practice and Guidance Notes

Other legislation, approved codes of practice and guidance notes relating to Gas Safety but which is not exhaustive:

Legislation

- a) Gas Act 1986;
- b) Gas Safety (Right of Entry) Regulations 1996;
- c) The Gas Safety (Management) Regulations 1996;
- d) Building Regulations 2010: Approved Documents:
 - Part A Structure
 - Part B Fire Safety
 - Part F Ventilation
 - Part G Particularly Hot water and water Efficiency
 - Part J Combustion Appliances and Fuel Storage systems
 - Part M Access to and use of buildings
 - Part P Electrical safety
- e) Confined Spaces Regulation 1997;
- f) Control of Hazardous to Health Regulations (CoSHH) 2002;
- g) The Landlord and Tenant Act 1985;
- h) The Housing Act 2004;
- i) BS 7671:2018 Requirements for Electrical Installations IET Wiring Regulations (18th Edition);
- j) Electrical Equipment (Safety) Regulations 2016;

k) The Health and Safety at Work Act 1974, particularly Section 3: - General duties of Employers and Self-employed persons other than their employees.

Approved Codes of Practices

- a) Gas Safe Technical Bulletins;
- b) HSE Leaflet LANDLORDS. A Guide to Landlords "Duties: Gas Safety (Installation and Use) Regulations 1998 as amended Approved Code of Practice and guidance;
- c) HSE Leaflet GAS APPLIANCES. Get them checked, Keep them Safe;
- d) Detailed guidance on the safe installation, operation and maintenance of Solid Fuel Appliances is contained in the HETAS Guide;
- e) OFTEC Requirements for oil.

PART 3 Definitions

Term	Definition
Appropriate Fitting	Means of fitting which — a) has been designed for the purpose of effecting a gas tight seal in a pipe or other gas way b) achieves that purpose when fitted; and c) is secure, so far as is reasonably practicable, against unauthorised opening and removal.
Chimney	Structure consisting of a wall or walls enclosing a flue of flues. Landlord responsibility to maintain if conveying of products of combustion from gas appliance to external air.
Distribution main	Means any mains through which a transporter is for the time being distributing gas and which are not being used only for the purpose of conveying gas in bulk.
Emergency Control Valve	Means a valve for shutting off the supply of Gas in an Emergency, being a valve intended for use by a consumer of gas. Abbreviated to ECV
Emergency Service Provider	Emergency Service Providers responds to and make safe all reported gas emergencies, including escapes and CO/fumes, as soon as reasonably practicable. Abbreviated to ESP
Fire stop	A non-combustible seal which is designed to prevent the transmission of smoke or fire.
Flue	Means of passage for conveying the products of combustion from a

	gas appliance to external air and includes any part of the passage in a gas appliance duct which serves the purpose of a flue.
Gas	Means any substance which is or (if it were in a gaseous state) would be gas within the meaning of the Gas Act 1986 except that it does not include gas consisting wholly or mainly of hydrogen when used in a non-domestic premise.
Gas Appliance	A type of equipment within a Council property designed to produce heating, hot water or for cooking purposes.
Gas Fittings	Type of fitting used within a domestic property.
Gas Safe (Installation and Use) Regulations 2018	The main regulatory legislation which sets the standard for Gas Safety for those who install, service, maintain or repair gas appliances and other gas fittings, as well as suppliers and users of gas, and including landlords.
	Abbreviated to GSIUR
Gas Storage Vessel	Means a storage container designed to be filled or refilled with gas at the place where it is connected for use or a re-fillable cylinder designed to store gas.
Gas Water Heater	Includes a gas fired central heating boiler.
Installation Pipework	Any pipework for conveying gas for a particular consumer and any associated valve or other gas fitting including any pipework used to connect a gas appliance to other installation pipework and any shut off device at the inlet to the appliance.
Landlord	The owner of property (such as houses, land or apartments) that is leased or rented to another.
Landlord Gas Safety Record	Means a legal document produced for a Landlord of properties and provided during an Annual Gas Safety check to the tenants.
	Abbreviated to LGSR
Liquefied Petroleum Gas	Abbreviated to LPG
Manufacturer instruction	Documentation of a manufacturer's appliance that provide specification of technical data, installation instruction, servicing and maintenance.
Primary Gas Meter	Means the meter nearest to and downstream of a service pipe or service pipework for ascertaining the quantity of gas supplied through that pipe or pipework by a supplier.
Purge	The use of gas to displace air prior to introducing or reinstate gas through any pipework.
Operating Pressure	In relation to a gas appliance, means the gas pressure which it is

	designed to operate.
Room Sealed Appliance	Means of an appliance whose combustion system is sealed from the room in which the appliance is located, and which vents the product of combustion directly to open air outside the premises.
Service pipework	Means a pipe for distributing gas to premises from a distribution main, being any pipe between the distribution main and the outlet of the first emergency control, downstream form the distribution main.
Service Valve	Means a valve (other than an emergency control) for controlling a supply of gas, being a valve — a) incorporated in a service pipe, and b) intended for use by a transporter of gas; and c) not situated inside a building.
Supplier	In relation to gas means; a) a person who supplies gas to any premises through a primary meter, and b) a person who provides a supply of gas to a consumer by means of the filling or re-filling of a storage container c) a person who provides gas in re-fillable cylinders for use by a consumer.
Tenant	A person who occupies land or property rented from a Landlord.
Transporter	In relation to gas means a person who conveys gas through a distribution main.
The Responsible Person	In relation to any premises, means the occupier of the premises or, where there is no occupier, or the occupier is away, the owner of the premises or any person with authority for the time being to take appropriate action in relation to any gas fitting therein.
Work	In relation to a gas fitting includes any of the following activities carried out by any person, whether an employee or not, that is to say: a) installing or reconnecting the fitting; b) maintaining, servicing, permanently adjusting, disconnecting, repairing, altering or renewing the fitting or purging it of air or gas; c) where the fitting is not readily movable, changing its position; and d) removing the fitting; but the expression does not include the connection or disconnection of a bayonet fitting or self-sealing connector.

Section 4 Roles and Responsibilities

We will ensure that all Council housing staff are fully aware of their role enforcing gas safety and minimising and preventing the risk of gas escape, explosion, fire or the effects of carbon monoxide inhalation.

Chief Executive

Responsibility for complying with the Gas Safety Installation and Use Regulations rests with the 'responsible person'.

The 'responsible person' is the employer and any other person who may have control of any part of the premises. In the case of NFDC the employer is represented by the Chief Executive together with the Executive Heads who collectively form the 'Executive Management Team'.

Executive Head of Governance and Regulation

The Executive Head of Governance and Regulation has overall strategic responsibility for the Council's Housing Landlord Services approach to Gas safety in social housing controlled by the Council and is responsible for ensuring that the requirements of the Gas Safe Installation and Use Regulations and The Gas Industry Unsafe Situations are applied and implemented, and to nominate one or more persons to act on their behalf to discharge their responsibilities.

Housing Service Managers

The Housing Service Managers are responsible for the overall effectiveness of the Housing Landlord Services Gas Safety Policy in their areas of responsibility.

Gas Manager

The Gas Manager is responsible for overseeing the day to day management of gas works provided within the Council's housing stock, ensuring compliance with gas safety legislation and relevant standards. Promote and enforce Gas safety through Housing Landlord Services providing clear, comprehensive and unambiguous systems, procedures, instructions, method statements, risk assessments and quality assurance systems so that the statutory requirements are fully met. Responsible for all gas competencies and training for the staff undertaking gas work. Report directly to Service Managers for Housing Maintenance (Asset and Compliance) and (Operations).

Gas Supervisor

The Gas Supervisor is responsible day to day delivery and direct supervision of Gas Engineers, monitoring gas activities, action incidents and situations that may arise, assisting with gas investigations. Making sure Gas cyclical inspections are delivered in a timely manner and report any shortcoming in servicing that could arise to Legal proceedings and reporting directly to Gas Manager.

Gas Engineers

Gas Engineers are responsible for ensuring all gas works undertaken in Council properties comply with gas safety legislation, relevant standards and control measures, making sure all gas systems and appliances are in safe working order, maintained serviced and used

according to any Manufacturer's Instructions. Escalate any immediate unsafe situations and report any dangerous occurrences to the Gas Supervisor or Gas Manager.

Housing Estates & Management Team

Housing Estate and Management Team are responsible for assisting the Housing Maintenance Gas Department where no access to properties has exceeded 3 attempts, providing support in making contact and liaising with tenants for access arrangements, and where no access is not gained on the 4th attempt shall ensure legal escalation pursue for Court Proceedings.

Contractor

Contractors are responsible for complying with gas safety legislation, relevant standards and control measures for dealing with gas, with holding a valid Gas Safe Registration and have the correct competencies in the work activities they are undertaking on gas installations and appliances. Ensure that any Gas Industry Unsafe Situation Procedure is adhere to, in relation to project works report to the responsible person of any potential risk to Gas safety and protect council properties and tenants from harm.

Housing Maintenance

Housing Maintenance is to assign a responsible person for Projects under contract where Gas Works are involved, to regularly monitor and inspect gas activities, and promote Gas Safety, Health and Safety and relevant standards. To report all necessary concerns that may require further safety arrangements to the responsible officer.

Corporate Health and Safety

The Corporate Health and Safety team are responsible for ensuring all individual gas incidents are investigated and relevant action taken accordingly and provide advice and guidance on any gas safety legislation. They will also undertake regular health and safety auditing of gas compliance.

Council Staff (Non-Gas)

All employees that do not hold the competencies to carry out Gas Works shall not undertake any such works and are responsible to report immediately any incidents involving gas to their line manager or responsible person.

Residents

Residents are responsible for allowing Council employees or people authorised by the Council, access into their property for essential gas safety inspection, emergency and responsive repairs.

Residents are responsible for the installation, repair and maintenance of their own gas cooking appliance and that any such installation is carried out by a Gas Safe Registered engineer or company and in accordance with the Manufacturers Instruction of the appliance/s. Residents must obtain written permission from the Council's Housing Landlord Service for consent to undertake any work involving gas including alterations or new gas appliance installation.

Section 5 Arrangements

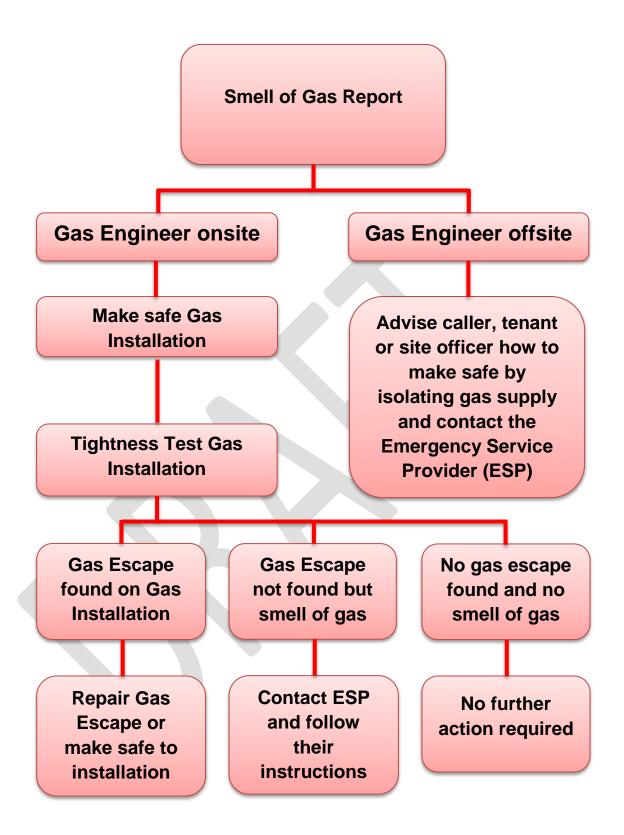
5.1 Gas Emergency Procedure

What to do when a gas emergency is reported:

Obtain and record the caller's details: 1 Name: Address; Postcode; Telephone Number. Instruct the Caller to: 2 Turn off the gas supply immediately at the gas meter via the emergency control valve (ECV) or LPG gas cylinder valve; Ventilate the building(s) by opening doors and windows (if safe to do Extinguish all naked flames (if safe to do so); Do not smoke; Do not turn electric switches on or off (including use of telephones or mobiles): Call the gas Emergency Service Provider -**National Gas Service Call Centre** 0800 111 999 3 In addition, if the caller believes that they have been or are being affected by fumes, smells, spillage, or leakage of products of combustion, they must be advised to seek immediate medical attention. This includes symptoms of nausea, dizziness, chest pains, headaches, and/or palpitations, collapse and loss of consciousness. All reports of gas emergencies are to be escalated to the Council's gas team 4 to action and inform the Council's Health and Safety Department. Where relevant the HSE shall be notified and the will be NO DISRUPTION to the area that is under investigation.

5.2 Gas Escape Procedure

The flow chart below shows the procedure when a report of gas smell/leak has been reported to the Council via Customer Services or to an onsite Gas Engineer.



5.3 Emergency Repairs and Breakdowns (Out of Hours)

Any faults reported which threatens harm to person or property, emergency repairs shall be responded to within 3 hours from initial call raised from tenant, resident or member of the public.

Defect or faults to gas installation and/or appliances shall be made safe from the installation where suspected to cause harm or injury to persons or property. If a temporary repair is made, it shall ensure that all gas safety has been adhere to and follow up works will be made to replace/repair where a permanent repair is required during normal working hours.

Gas Callout Emergency:

- Gas leaks (These should be passed straight though to National Gas Service Centre on 0800 111 999);
- Activation of Carbon Monoxide Alarms or where harm has been caused due to exposure, again should be raised through to National Gas Services Centre;
- Total heating failure (winter only and for disabled (badge No. required) or elderly residents);
- Burst pipes where the water supply cannot be turned off;
- Any major fault which may cause danger to health, life or the safety of the building.

Service and Repairs to Council Owned Gas Appliances

The servicing and repairs of the Council's gas appliance assets and associate heating and hot water systems are carried out by in house staff, trained and experienced in said matters. This includes gas fires, boilers, radiators, pipe work, programmers, thermostats etc.

An emergency is when there is total failure of the central heating system between the months of October and April inclusive, or if a person or property is at risk due to a burst causing a major water leak from any part of the heating system, and children under the age of 5, the elderly (retired), the disabled or the sick are in a situation without space heating

5.4 Repairs and Breakdowns (during working hours)

All Council housing repair requests are reported to the Council via Customer Services. Tenants can report repairs via email, phone or webchat.

Once received jobs are raised, allocated a priority based on the description and urgency and appointed accordingly with Tenants. Work is carried out using the Council's Repair scheduling system and inputted into the selected operative's diary, who pick up jobs through their PDA devices.

Operatives will attend to the property as per the scheduled appointment and will carry out repair or servicing works.

Where installation and/or appliances are found to be unsafe, then The Gas Industry Unsafe Situations Procedure will be adhered to and ensuring installation/appliances are made safe and communicated to the responsible person for further action.

5.5 Gas Safety Inspection

The Council's Housing Landlord Service, as landlord, is required by law to carry out a gas safety inspection every 12 months on gas appliances and flues in all rented properties. It is important that the Council has effective measures in place to gain prompt entry to carry out these inspections, to comply with its statutory obligations. Under the Regulation it is a requirement that all tenanted properties have a current in date Landlord Gas Safety Record (LGSR).

Gas appliances will be inspected annually and attempts to gain access will commence on a 9-month annual cycle to ensure that every effort has been made to complete the safety inspection by the annual inspection anniversary. The annual inspection regime also provides an additional opportunity to check for fire risks.

Tenants are written to and offered an appointment for a Gas Safety Inspection to be carried out. Every effort will be made to work with the tenant to make an appointment at a time that is convenient.

Housing Landlord Services will make every effort in providing an out of hour's appointment where it is required by the tenant to aid successful access.

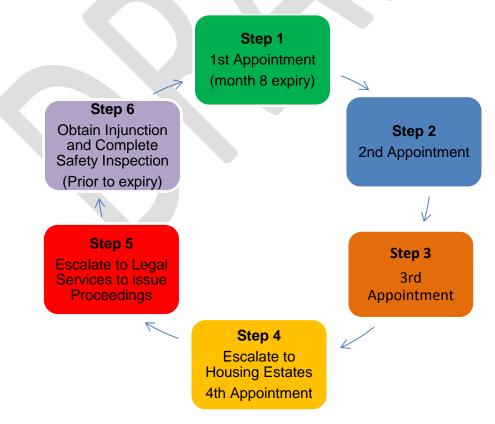
Housing Landlord Services will take all reasonable steps to ensure access to a property to complete a gas safety check. And where no access is gained into a tenanted property, all necessary steps under this policy will be adhered to. (Appendix 1 Gas Letter Templates)

Legal action will be taken against tenants who do not respond to requests to complete a gas safety check, or consistently refuse access to their property. In such cases action will be taken to obtain a Court Injunction to enter the property. Legal action will only be taken as a last resort.

Where access to a property is obtained through the Courts, Housing Landlord Services will be responsible for securing the property and making good any damage caused by entering the property. The cost of this work will be re-charged to the resident.

All records will be kept safely locked away in a secure location for a minimum of 2 years, and upon request, a copy of the LGSR will be given to the tenant after the completion.

The Table below shows the process of ensuring the Council obtains access to carry out gas inspections:



5.6 Commercial Housing Gas Servicing

All Council housing stock classified as 'Commercial Gas Installations' that contain gas burning appliances shall be serviced every 12 months.

The Council will ensure that all Commercial Gas Tightness tests are completed within the 12 month's period alongside the commercial gas servicing programme to ensure compliance

Each Commercial gas housing and boiler plant rooms shall contain an onsite map of all gas installation pipework and appliances contained with the building.

All future plant room alterations shall have an updated gas map from the day of new installation work carried out.

All works will be carried out by our in-house Commercial Gas Engineers or approved contractor.

5.7 Void Properties

At the earliest opportunity and before any other trades are allowed to work in a Void property, Housing Landlord Services shall ensure that:

- A Landlord Gas Safety Record (CP12) is produced once all gas works are fully completed and property is ready for re-letting, and supplied to tenant prior to possession of property;
- All gas appliances in the property are assessed and repaired, or renewed if boiler is scheduled for replacement due to age or faulty;
- The gas meter is capped at the outlet for void properties that are subject to extensive work.
- Cooker bayonet and pipework capped or plugged ready for new occupants/tenants;
- All Smoke and Carbon Monoxide alarms are checked and tested, or replaced where faulty, missing or passed its expiry date;
- Any debt left on gas meter from previous tenant is cleared, ready for new occupant;
- Manufacturer's Instructions for heating controls and any other necessary paperwork are provided to tenants upon property handover.

5.8 Capital Expenditure Replacement Programme

As part of the Decent Home Standard, New Forest District Council aim to replace Gas Boilers which are 15 years and older within its housing stock, installing a more energy efficient appliance. The annual replacement schedule is generated from stock condition data that indicates properties containing gas appliances, date of installation and its approximate date of renewal.

From time to time Gas Boilers can become problematic with ongoing issues and repairs and although not due for replacement, for cost effective reasons these boilers are brought forward for replacement and scheduled in at an earliest opportunity.

The Council will notify tenants of properties due for replacement. A programme of work is scheduled, and appointments will be made with tenants, on a mutually agreed date to complete the work.

All boiler installation works shall be carried out according to Manufacturer's Instructions, complying with the Regulations, building regulations, and any relevant standards and approved code of practice.

Upon completion of all gas appliance installation work, appliances will be registered with Gas Safe for Building Compliance, a LGSR produced, and benchmark paperwork completed and returned to Housing Landlord Services.

5.9 Gas Competencies

The Council is a registered business and operates under Gas Safe No. **213196**, and all directly employed gas engineers operate under this registration and are issued with a Gas Safe Identification and Competencies card.

Under the Regulations, the Council will ensure that all engineers hold the minimum necessary gas qualification and competencies to undertake gas work in domestic or commercial premises and will be deemed competent in the work category they are able to undertake.

As employer, the Council will maintain the gas qualification and competencies for everyone who undertakes gas work on behalf of the Council.

Any Contractor who carries out gas works on behalf of the Council must provide proof of the correct competency certification in the area of gasworks they are undertaking and is a member of the approved governing body.

All employees and contractors that do not hold the necessary gas competencies shall NOT undertake work.

5.10 Statutory Gas Equipment (Flue Gas Analyser)

Any Gas Engineer who carries out gas work will have the use of a portable Gas Flue Analyser to undertake works involved in flue testing, CO Room safety checks and gas test, and will hold a valid calibration certification of the analyser supplied to them.

The use of such equipment will be maintained and recalibrated through our approved external supplier and will maintain all valid compliance certificates, repair sheets or recalibration service sheets of each unit.

5.11 Smoke, Heat and Carbon Monoxide Detection

During the annual gas safety inspection or installation of gas appliances all gas operatives shall inspect all Smoke, Heat and Carbon Monoxide Detectors to ensure they remain in working order and are within the manufacture's expiry date of the unit.

Smoke detectors will be fitted and hardwired in a suitable place in every rented property (one per floor) and will normally be the hallway and landing.

Smoke detectors will be replaced as part of a 10-year rolling replacement schedule or when a deficiency is identified. Through inspection regimes, where additional risks are identified (i.e. hoarding, specific disability or other risk), additional smoke detectors will be fitted to mitigate the risk.

Carbon monoxide alarms are only required in rooms containing a solid fuel burning appliance (i.e. rooms containing an open fire, log burning stove, etc.). However, as gas appliances can emit carbon monoxide, the Council will fit a Carbon Monoxide detector in every room containing a gas fueled appliance which will be inspected each year as part of the annual gas safety inspection visit.

