



Gas safety policy

Housing Landlord Services

HLSPOL02

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1 Document history

Name of policy	Gas Safety Policy
Document ref	HLSPOL02
Purpose of policy	<p>New Forest District Council is committed to its legal and moral obligations in accordance with The Gas Safety (Installation and Use) Regulations 1998, The Gas Industry Unsafe Situations Procedure and The Housing Act 2004.</p> <p>This policy sets out the guiding principles and arrangements for Housing Landlord Services, in line with current regulations for the undertaking and enforcement of gas safety within its homes.</p>
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.
Lead Officer	Service Manager - Housing Maintenance Programmes and Servicing
First issued	1 November 2019
Latest update	30 June 2025
Version control	<p>V1.0 1 November 2019</p> <p>V1.1 1 February 2023</p> <p>V1.2 30 June 2025</p>
Review period	At least every three years from date of issue or as a result of legislative, organisational change or an incident investigation.
Update overview	June 2025, changes to legislation, update to structure of service arrangements, roles and responsibilities, competencies and training, quality assurance and DSEAR risk assessments and provision of ASHP.

2 Introduction

- 2.1 New Forest District 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), The Gas Industry Unsafe Situations Procedure and The Housing Act 2004 to ensure that all Council owned and managed properties which contain gas-fired appliances and installation pipework, and where statutory responsibility rests with the Council as 'Landlord 'are maintained and undergo an annual gas safety inspection.
- 2.2 This Gas Safety policy details how the Council, in line with current regulations, will manage and enforce gas safety and servicing of every residential property owned or managed by Housing Landlord Services.

Scope

- 2.3 The Scope of this policy ensures 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, LPG installations, and air source heat pumps . (See section 2 for full list of relevant legislation).
- 2.4 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 tenants, visitors, members of public, employees and contractors so far as is reasonably practicable;
 - To maintain all gas appliances that are New Forest District Council's Housing Landlord Services, responsibility in safe working order and in accordance with 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 carbon monoxide poisoning and the procedure to follow.

3 Legislative and regulatory context

3.1 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)

3.2 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).

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

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

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

3.6 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 a record of each safety check.

The Gas Industry Unsafe Situation Procedure (GIUSP)

- 3.7 This Procedure has been drawn up by the Gas Industry, 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.
- 3.8 The priority in this procedure is for gas engineers when encountering an unsafe situation, to safeguard life and property. It is essential that gas engineers can identify gas installation and appliances which present a danger.

The Health and Safety at Work Act 1974

- 3.9 The Health and Safety at Work Act 1974 (HSAWA) is the primary piece of legislation covering occupational health and safety in Great Britain. This legislation sets out the general duty's employers, have towards employees and members of the public, and duties employees have to themselves and each other. For the Council to meet its duties under the HSAWA, the Council will seek to mitigate all risks relating to gas and gas installations to as low likelihood of occurring as is reasonably practicable.

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

- 3.10 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 Gas-related injuries and hazards (Regulation 11).
 - 2 The death of any person (Regulation 6).
 - 3 Specified Injuries to Workers (Regulation 4).
 - 4 Injuries to non- workers which result in them being taken directly to hospital for treatment premises. (Regulation 5).

The Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR)

3.11 Dangerous substances can put peoples' safety at risk from fire, explosion and corrosion of metal. DSEAR puts duties on employers to protect people from these risks to their safety in the workplace, and to members of the public who may be put at risk by work activity.

3.12 Key areas of DSEAR are to:-

- 1 Identify the dangerous substance or gases within the workplace and the risk involved.
- 2 Put control measures in place to either remove those risks or, where this is not possible, control them.
- 3 Put controls in place to reduce the likelihood of an incident and emergencies involving dangerous substances or gases.
- 4 Prepare plans and procedures to deal with accidents, incidents and emergencies involving dangerous substances.
- 5 Make employees aware and properly informed and trained to control or deal with any risks from dangerous substances and gases.
- 6 Identifies and classify areas of the workplace where explosive atmospheres may occur and avoid ignition sources.

The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022

3.13 The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 sets out the duties of relevant Landlords in relation to prescribed alarms and to comply with remedial notices and sets out the duties of the local housing authority.

The Housing Act 2004

3.14 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.

3.15 The assessment method focuses on the hazards that are present in housing and tackling these making housing healthier and safer to live in. 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

3.16 Other legislation, approved codes of practice and guidance notes relating to gas safety, but 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 L – Conservation of Fuel and Power
 - 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.
- l) Construction Design Management CDM 2015

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 fired burning appliances.

4 Definitions

Appropriate Fitting

- 4.1 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.

CDM

- 4.2 The Construction (Design & Management) Regulations (CDM 2015) are the main set of regulations for managing the health, safety and welfare of construction projects. CDM applies to all building and construction work and includes new build, demolition, refurbishment, extensions, conversions, repair and maintenance.

Competent Person

- 4.3 Someone who has the necessary training, skills, experience, and knowledge to perform gas work safely.

Distribution Main

- 4.4 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.

DSEAR

- 4.5 The Dangerous Substances and Explosive Atmospheres Regulations of 2002 is to reduce the risk of fatality or serious injury resulting from a dangerous substance igniting or potentially exploding.

Emergency Control Valve

- 4.6 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

4.7 Emergency Service Providers respond to and make safe all reported gas emergencies, including escapes and CO/fumes, as soon as reasonably practicable.

Abbreviated to ESP

Fire Stop

4.8 A non-combustible seal which is designed to prevent the transmission of smoke or fire.

Flue

4.9 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 Safe (Installation and Use) Regulations 2018

4.10 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

4.11 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 Work

4.12 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 re-connecting 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 other self-sealing connector.

Gas Fittings

- 4.13 Type of fitting used within a domestic property.

Gas Appliance

- 4.14 A type of equipment within a Council property designed to produce heating, hot water or for cooking purposes.

Gas Storage Vessel

- 4.15 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 Rate

- 4.16 Gas Rate is the amount of gas an appliance consumes over a period of time. Used to determine if a gas appliance is running efficiently.

Installation Pipework

- 4.17 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

- 4.18 The owner of property (such as houses, land or flats) that is leased or rented to another.

Liquified Petroleum Gas

- 4.19 Abbreviated to LPG

Manufacturer Instructions

- 4.20 Documentation of a manufacturer's appliance that provide specification of technical data, installation instruction, servicing and maintenance.

Operating Pressure

4.21 In relation to a gas appliance, means the gas pressure which it is designed to operate.

Primary Gas Meter

4.22 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

4.23 The use of gas to displace air prior to introducing or reinstate gas through any pipework.

Responsible Person

4.24 The "responsible person" refers to several individuals who have authority over gas appliances and fittings. Specifically, it includes:-

1. **The occupier of the premises:** This is typically the person living or working in the property.
2. **The owner of the premises:** This is the person who owns the property.
3. **Any person with authority to take appropriate action:** This could be a property manager or someone else designated to handle gas safety issues

Room Sealed Appliance

4.25 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

4.26 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 from the distribution main.

Service Valve

- 4.27 Means a valve (other than an emergency control) for controlling a supply of gas, being a valve –
- 4.28 incorporated in a service pipe, and
- 4.29 intended for use by a transporter of gas; and
- 4.30 not situated inside a building.

Supplier

- 4.31 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

- 4.32 A person who occupies land or property rented from a landlord.

Transporter

- 4.33 In relation to gas means a person who conveys gas through a distribution main.

5 Roles and responsibilities

5.25 The Council will ensure that all relevant Council housing staff are fully aware of their role enforcing gas safety, to minimize the risk of gas escape, explosion, fire, or the effects of carbon monoxide inhalation as far as reasonably practicable.

Chief Executive

5.26 Responsibility for complying with duties as 'Employer' and 'Landlord' rests with the 'responsible person'. The 'responsible person' as Employer and Landlord is represented by the Chief Executive together with the Strategic Directors who collectively form the 'Executive Management Team'.

Strategic Director Housing and Communities

5.27 The Strategic Director Housing and Communities has overall strategic responsibility for the Council's approach in maintaining its social housing assets controlled by the Council and is responsible for ensuring that the requirements of the Gas Safety (Installation & Use) Regulations 1998 and supporting Regulations are applied and implemented and to nominate one or more persons to act on their behalf to discharge their responsibilities.

5.28 The Strategic Director Housing and Communities also acts as the registered Lead Officer for health and safety with the Regulator of Social Housing.

Assistant Director - Housing

5.29 Nominated Assistant Director to support the Strategic Director Housing and Communities in delivering the Council's strategic housing priorities and approach in maintaining its social housing assets controlled by the Council and is responsible for ensuring that the requirements of the Gas Safety (Installation & Use) Regulations 1998 and supporting Regulations are applied and implemented.

Service Manager – Housing Maintenance Programmes and Servicing

5.30 Operational responsibility for the overall effectiveness of the Housing Landlord Services Gas Safety Policy, arrangements and action plan for social housing controlled by the Council.

Housing Service Managers

5.31 Service Managers are responsible for the delivery of services within their respective areas that impact on the overall effectiveness of the Housing Landlord Services Gas Safety Policy and will:-

Support and assist the Service Manager for Housing Maintenance Programmes and Servicing in discharging and undertaking their duties and respond to matters within their respective service areas.

Gas and Electric Manager

5.32 Responsible for overseeing the day-to-day management of Gas works provided within the Council's homes, ensuring compliance with Gas safety legislation and relevant standards, reporting directly to the Service Manager for Housing Maintenance Programmes and Servicing, and will:-

- Manage Gas safety of all gas fired appliances, and associated pipe works identified within the Council owned homes to ensure compliance with gas safety legislation and relevant standards;
- Ensure each person and any contractor who undertakes any Gas work within Council housing properties are gas safe registered and hold the appropriate work category for appliances and installations;
- Ensure that annual gas safety checks are carried out on gas appliances and associated flues and pipework;
- Ensure that all new gas appliances and fittings acquired and installed for use at premises meet the necessary BS Safety standards, have a CE safety standard marking and are accompanied by the Manufacturer's instructions;
- Provide clear, comprehensive, and unambiguous systems, procedures, instructions, method statements, risk assessments and quality assurance systems so that Gas safety and statutory requirements are fully met;
- Liaise with the responsible person and alert employees and others of risk where Gas work will be taking place;

- Report and investigate any dangerous occurrences involving the installation, service, maintenance or repair of gas appliances, fittings or flue systems and complete an Incident Report form;
- Investigate and communicate findings when work fails to comply with current legislation;
- Ensure all gas related certification is collected and updated for record keeping in accordance with retention schedule;
- Ensure the arrangements to service and maintain Landlord gas appliances is achieved within the 12 monthly servicing cycle, and where appropriate take further action to escalate to Tenancy sustainment team and legal services where access attempts have failed;
- Keep up to date with any changes required to commercial plant rooms;
- Ensure DSEAR risk assessments are produced by a competent person for all commercial boiler installations.

Gas Supervisor

5.33 The Gas Supervisor is responsible for the day-to-day delivery and direct supervision of employed Gas Engineers, monitoring gas activities, action incidents and situations that may arise, assisting with gas investigations, and will:-

- Ensure cyclical gas inspections are delivered in a timely manner and report any short comings or risk following servicing that could lead to legal proceedings or RIDDOR, reporting directly to the Gas and Electrical Manager or The Service Manager – Housing Maintenance Programmes and Servicing;
- Assist the Gas and Electrical Manager in providing support to Gas Engineers where gas safety concerns are raised;
- Provide technical support and knowledge to staff where investigations are carried out following gas safety concerns;
- Undertake property inspections and associated risk assessments for

- all planned works;
- Coordinate problematic situations that may arise through day-to-day gas activity work;
- Carry out periodic internal quality assurance checks on Gas Engineers work and report any areas of concerns to the Gas and Electrical Manager;
- Undertake Periodic Gas Safety Inspections;
- Undertake Periodic Carbon Monoxide Detection Inspections.

Gas Engineers

5.34 Gas engineers are responsible for ensuring all gas works undertaken in Council properties comply with gas safety legislation, relevant standards and manufacturer's instructions and control measures for dealing with gas and unsafe situations, and will:-

- Ensure all gas systems and appliances are in safe working order, maintained, serviced and used according to any Manufacturer's Instructions and to the Gas Safe Installation and Use Regulation 26 (9);
- Hold a Gas Accredited Certification Scheme (ACS) and relevant competencies for undertaking the necessary gas work on gas appliances or associated equipment;
- Provide tenant with a copy of any Gas Compliance Certificate for their own record;
- Take responsibility for health and safety for themselves and others at work;
- Escalate any immediate unsafe situations to the Gas Supervisor, Gas & Electrical Manager or the Service Manager - Housing Maintenance Programmes and Servicing;
- Maintain good communication between managers, responsible person, planners, other employees, tenants and general public where gas safety is involved;
- Report any dangerous occurrence to the responsible person, Gas

Supervisor, Gas & Electrical Manager, Service Manager – Housing Maintenance Programmes and Servicing and Corporate Health and Safety team.

Housing Decarbonisation and Programme Manager and Housing Maintenance Delivery Manager

5.35 Responsible for overseeing the day-to-day management of capital planned maintenance programmes and reactive maintenance and planned empty homes maintenance works respectively, which may impact on Gas installations and appliances within Council owned homes and will:-

- Ensure suitable and sufficient information, instruction and training on gas safety is carried out for staff and contractors;
- Ensure appropriate vetting of contractors is undertaken prior to any work commencing;
- Monitor the performance of employees against the policy;
- Undertake effective monitoring of contractors in relation to gas safety;
- Ensure refurbishment works are undertaken in accordance with Building Regulation Approved Documents or other Codes of Practice, risk assessments & method statements and safe systems of work;
- Engage with leaseholders and residents and communicate relevant gas safety information and advice, prior to commencement of works;
- Ensure all risk assessments consider the risk from gas leaks and carbon monoxide poisoning;
- Report and breaches identified in a timely manner to the Service Manager - Housing Maintenance Programmes and Servicing and Gas and Electrical Manager;
- Ensure that gas safety precautions are maintained effectively;
- Ensure all third-party commissioned gas contractors gas certification and competency is provided to the Gas and Electrical Manager and Gas Supervisor;
- Consider, prepare and submit 'Permit to Work' requests.

Tenancy Sustainment Team

5.36 The Tenancy Sustainment Management Team are responsible for assisting the Housing Maintenance Programmes and Gas Compliance Department, and will:-

- In an event of a tenant refusing access to Council staff and/or approved contractors, make every effort to contact tenants to facilitate the necessary access and coordinating a further visit; then;
- Where no access is made on the 3rd attempt, refer to the Council's legal service to commence injunction proceedings via the Courts to force entry;
- Provide support where tenants refuse or identify being unable to facilitate a gas safety inspection appointment due to affordability to provide sufficient credit on pre-payment gas meters for the gas safety inspection to be carried out.

Contractors

5.37 Commissioned contractors working on behalf of the Council are responsible for complying with gas safety legislation, relevant standards and control measures for dealing with gas, and will:-

- Hold the correct Gas Safe Register registration and relevant competencies relevant for undertaking the necessary gas work on gas appliances or associated equipment Provide evidence of Gas Competencies for operatives working on NFDC properties;
- Protect the health and safety of themselves and others at work;
- Raise any concerns they may have related to problems or shortcomings they identify with safety arrangements (e.g., information, guidance, local procedure/protocol, equipment);
- Ensure that any alteration or installation work to Council properties are subject to the supply of suitable and sufficient risk assessments and method statement and the Construction (Design and Management) Regulations 2015, where appropriate and the planning of any such work must consider the continued safety of any gas fittings that are likely to be affected.

Corporate Health and Safety Team

5.38 Responsible for guidance and advice in respect of health and safety to all Council owned housing and will:-

- Conduct audits to ensure that the provisions within this Policy are being enforced to the standard required;
- Investigate accidents and near miss incidents and introduce controls to reduce the risk of such incidents recurring, to reduce financial loss and to improve overall adherence to health and safety legislation.

Employees (Non Gas Trained)

5.39 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.

Assistant Director - Governance

5.40 The Council's legal team are responsible for the process in which the Council seek a court injunction for access into a landlord property, and will:-

- Support the Gas and Electrical Manager and Tenancy Sustainment Manger Housing Estates in securing right of access;
- Undertake the necessary work to seek an application to the Courts for an injunction.

Tenants

5.41 Under the terms of the tenancy, the contractual arrangement, Council housing tenants are required with notice to give access to Council employees or people authorised by the Council, entry into their property to undertake statutory 'Landlord' gas compliance functions or activities for the safety and protection of themselves, others and property, including gas safety inspections, gas emergencies and responsive repairs, and will:-

- Be 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.

- Seek written permission from the Council's Housing Landlord Service for consent to undertake any work involving gas installation or appliances, including alterations or new gas appliance installation.

Independent Auditor

5.42 An independent commissioned external auditor will work with the Council to provide comprehensive information, instruction, training, and quality assurance supervision to help the Council ensure the health, safety and welfare of its employees or persons who may be affected by gas work they undertake, as far as is reasonably practicable, and will, upon request:-

- Provide competent and appropriately qualified independent external auditor to carry out quality assurance monitoring of work carried out by in house gas engineers, and appointed gas contractors, and provide a written report to the Gas & Electrical Manager and Service Manager - Housing Maintenance Programmes and Servicing, at periodic intervals to identify trends or areas of competency concern.

6 Training and competency

- 6.25 The Council is a Gas Safe registered business operator 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.
- 6.26 All staff involved in undertaking gas work will undergo the Gas Accredited Certification Scheme (ACS), and competencies for their specific areas of work. Gas Engineers will undertake competencies through a nationally recognised governing body to be able to demonstrate their competency in undertaking gas work.
- 6.27 Under the Regulations, the Council will ensure that all gas engineers hold the minimum necessary gas qualification and competencies to undertake gas work within a domestic setting and for those who undertake gas work in a commercial setting hold the relevant additional competencies in the relevant work categories to enable them to do so.
- 6.28 The Council will maintain the gas qualification and competencies training required for all directly employed staff undertaking gas work on behalf of the Council. Gas training and competency expiry dates of all registered gas engineers operating under the Council’s Gas Safe registered business are held by Gas Safe and are downloadable via the Council’s business operator account. Competencies will be reviewed on a rolling monthly basis and identified training needs instigated as they become due and completed prior to expiry to maintain compliance.
- 6.29 All employees and contractors that do not hold the necessary gas competencies shall NOT undertake gas works.

Competencies

- 6.30 Table 1 sets out the framework of core competencies.

Domestic Gas Core	Description
CCN1	Core Domestic Gas safety, pipework, flues, ventilation

CPA1	Flue Gas Analyser
CENWAT	Domestic Gas Fired Central Heating Water & Heating Appliances
CKR1	Domestic Cooking Appliance
HTR1	Domestic Gas Fires and Wall Heaters
Domestic Gas Additional	Description
MET1	Domestic Gas Meter
LAU1	Gas Tumble Dryers
CMDDA1	Domestic Co/Co2 Atmosphere and Appliance Testing
LPG	Description
CONGLP1PD	Natural Gas to LPG - Permanent Dwellings
CONGLP1RPH	Natural Gas to LPG - Residential Park Homes
Commercial Gas	Description
CODNCO1	Domestic to Commercial Natural Gas
CIGA1	Commercial Indirect fired Heating Appliance
CORT1	Commercial Indirect fired Heating Appliance
TPCP1	Commercial Testing & Purging on Pipework up to 7 bar
TPCP1A	Commercial Testing & Purging on Pipework up to 21mbar
Oil	Description
OFT10-101	Domestic oil firing servicing, commissioning of pressure jet appliances
OFT10-105E	Domestic oil firing installation & energy conservation in buildings

OFT10-101	Domestic & non domestic oil storage and supply connected to appliance
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Table 1.

Additional training and qualifications

6.31 All Gas and heating team operatives will hold qualifications and be suitably trained in the below fields:-

- VUW1 - Installation and servicing of domestic vented and unvented hot water storage systems;
- SIR 2 - Safe Isolation of low voltage, single phased and three phased electrical supplies;
- OFT 21-504A - Installation, commissioning, and servicing of air source heat pumps.

7 Procurement and selection of contractors

- 7.25 The selection and appointment of gas contractors **SHALL BE** undertaken in accordance with the Council's Standing Orders following a competitive tender process.
- 7.26 As part of the tendering process, Invitations to Tender include an Outcome Specification and tender submissions must include the following documents:-
- A Supplier self-declaration, or procurement specific questionnaire, setting out the required insurance provisions, and necessary standards of suitability and capability, which may include accreditations.
 - Cost and Service response questionnaire, including a minimum of 2 Client references,
 - Pricing response.
- 7.27 Contractors are also required to confirm if the company/organisation have been issued with Prohibition or Improvement Notices by the Health and Safety executive (HSE) within the past 3 years.
- 7.28 Only approved competent gas contractors and engineers will be allowed to work on or install any associated gas systems and appliances. Any contractor companies and engineers must be registered on the Gas Safe Register.
- 7.29 All contractors will be required to show evidence of their Gas Safe Registration and provide the correct competencies for each individual engineer that will be working on any of the Council's properties at the point of selection. This will also confirm which areas of gas work the individual engineers are qualified and certified to carry out, and all details of business registrations and competencies will be stored on the Council's SharePoint electronic data records management system (EDRMS) and will be reviewed and updated annually upon anniversary expiry.
- 7.30 Regular contract performance meetings will be held with the contractors for delivery monitoring, quality assurance and KPI's.

- 7.31 Contractor's work will be audited by the councils in-house Gas team and Gas supervisor on a periodic basis, this may also be a service provided by an external auditing company.

8 Documents and records

- 8.25 The Council will ensure that all documentation and paperwork is compliant with the Gas Safety (Installation and Use) Regulations 1998, Building Regulations and Manufacturer’s Instructions. All contractors carrying out gas works will be required to provide the Council with the relevant gas compliance certification and associated paperwork.
- 8.26 All gas certification landlord gas safety records (LGSR) will be held securely for a minimum of 2+ current years, in accordance with the requirements of Gas Safe, and for the life of the appliance for certified new installation work requiring Building Control certification. A copy of the LGSR will be given to the tenant after the completion of a gas safety inspection. Records are held electronically within the Council’s Housing Asset Management Application and in line with the Housing Maintenance Asset and Compliance retention policy.

Documentation

- 8.27 Table 2 sets out the relevant documentation relating to gas safety:-

Document	Requirement	Frequency
Landlord Gas Safety Record (LGSR)	Landlord gas safety inspection	Annual gas safety inspection / prior to new tenancy / at mutual exchange / new installation
Engineer Report Form	Carrying out gas work to a gas installation or appliance	After gas work has been completed that does not require a LGSR
Benchmark Form	New or replacement gas fired boiler	Produced after every gas boiler installation

Non-domestic Inspection Form	Commercial gas servicing	Annual gas safety service to commercial housing building or new commercial gas installation (Non NFDC document)
Gas Testing & Purging Non-domestic Form	Commercial gas tightness testing and purging pipework	Annual commercial gas servicing or installation and disruption to gas pipework. (Non NFDC document)
Warning Do not Use Notice	Warning notice for unsafe gas appliances or installation	Every time an unsafe situation is identified Generic warning notice
Carbon Monoxide (CO) Investigation Form	Carbon monoxide investigation report	Every time a carbon monoxide alarm investigation is carried out.

Table 2

9 Gas appliance breakdown and repair

9.25 In order to ensure the service is accessible for all tenants, the council will maintain a range of ways for repairs to be reported to the Council via The Housing Support Hub:-

- During office hours, by calling (023) 8028 5222. The Housing Support Hub is open on Monday to Thursday between 8.30am and 5.15pm, and on Friday between 8.30am and 16.45pm.
- Outside office hours by calling (023) 8028 5250 or 07771 259098.
- by email (housing.supporthub@nfdc.gov.uk);
- by Web Chat **New Forest District Council - New Forest District Council** Housing Repairs and Maintenance.

Repair Categories and Target Timescales for their completion.

9.26 The Council has established categories of responsive repair, these are set out in Table 3 below:-

Category	Target	Response	Repair
E	3 hours	Emergency Response to make safe/temporary repair only	Work necessary to prevent danger to life or extensive damage to property, or if the problem will have an adverse effect on a medical need.
U	24 hours	Urgent Prevent suffering undue inconvenience or further damage to property	Loss of hot water (31 st Oct – 1 st May) Loss of heating (31 st Oct – 1 st May) Defective light fitting to kitchen, bathroom or stairway; Replacement WC pan, where only 1 WC; Defective external door locks
P	5 working days	Priority These are repairs that may affect the comfort of residents and likely to cause	Examples of priority repairs would include: Renew light fitting; Repair leaking pipe in the property;

		damage to the property if not carried out as a priority	Unblock drain; Rain penetration; Restore flush to WC; Loss of hot water (1 st May – 31 st Oct) Loss of heating (1 st May – 31 st Oct)
R	20 working days	Routine Includes all other minor repairs	All other general repairs
PW	90 working days	Programmed Works Major items of replacement or requiring weather or safety dependent work planning	External repair and painting; Re roofing; Chimney, wall or other masonry repairs;
I	28 working days	Inspection	Repairs requiring inspection to ascertain nature and to control budgets

Table 3

Appointments

9.27 The Councils Housing Maintenance and Repairs Application records and manages workflow of repairs from appointment to scheduling.

9.28 When repairs are ordered the target timescale for completion is determined by the repair category and Tenants will be offered the first available appointment timeslot which are predefined as:-

ALL DAY 08:00 – 16:30

AM 08:00 – 12:30

SCHOOL RUN 09:30 – 14:30

PM 12:00 – 16:30

9.29 Tenants will be provided with the option to opt into our repairs mobile text messaging service. This service provides mobile text message alerts at key stages in the repair cycle:-

- confirmation of repair appointment;
- 24 hours pre-repair appointment reminder;
- on route.

9.30 A Repair ordered will confirm the following details:-

- a summary of the repair ordered;
- contact name, address and telephone number for which the repair relates;
- the timescale for completing the repair.

9.31 Should a tenant wish to rearrange an appointment, they are able to contact Customer Services.

Out of Hours

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

9.33 Defects or faults found on gas installations and/or appliances shall be made safe and disconnected from the gas supply, where they could cause harm or injury to persons or property. If a temporary repair is made, the repair must conform to with GSIUR, follow up works will be made to replace/repair where a permanent repair is required during normal working hours.

Gas Leaks/ CO alarm Activation emergency procedure

9.34 Where a Caller reports the smell of gas or Carbon Monoxide alarm, the Council's Emergency Procedure Protocol is set out an **Annex 1**.

10 Landlords domestic gas safety inspection

- 10.1 The Council's Housing Landlord Service, as 'Landlord', is required to carry out a gas safety inspection and service every 12 months on gas appliances and flues in all rented properties in accordance with the Gas Safe (Installation and Use) Regulations 1998, as Amended under Regulation 36.
- 10.2 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).

Cyclical Servicing Appointments

- 10.3 Gas Installations 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.
- 10.4 The appointment cycle offers a 90-day window prior to the anniversary expiry date providing as much time as possible to offer and complete 4 appointments, as set out below:-

1 st Appointment	1 st attempt
2 nd Appointment	2 nd attempt
TSO Referral Assisted	3 rd attempt
Legal Intervention	Injunction letter before Action
	4 th and final attempt

10.5 Cyclical Gas Servicing appointments are auto generated and appointed via a weekly batch run based on the Gas appliance servicing due date. The Council's Housing Maintenance and Repairs Application scheduling system is dynamic and appoints job orders in order of due date, priority and location for maximum delivery efficiency and reduced travel time from job to job. Gas engineers pick up, attend, and deliver appointed cyclical servicing jobs through their Personal Data Assistant (PDA) device.

Cyclical appointments offered:-

ALL DAY 08:00 – 16:30

AM 08:00 – 12:30

SCHOOL RUN 09:30 – 14:30

PM 12:00 – 16:30

- 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 gain access to complete the Landlord Gas Safety record (LGSR). Where no access is gained into a tenanted property, all necessary steps under this policy will be adhered to;
- Legal action will be taken against tenants who do not respond to requests to complete an LGSR, 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.

10.6 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 tenant.

10.7 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. The Gas Unsafe Situations procedure is set out in **Annex 3**.

1st Appointment

- 10.8 The Council's Housing Maintenance and Repairs Application will auto generate a cyclical batch of jobs 102 days before the annual inspection expiry due date and appointed within 90 days scheduling window. Appointment letter (**Annex 4** Gas Appointment Letter 1) are produced via the gas operational planner. Where requested, the Council will make every effort to rearrange appointments for another suitable time, including weekend appointments as a last resort.
- 10.9 On the appointment date, the Council's gas engineer will undertake the necessary safety checks to complete a full Landlord Gas Safety Inspection under the Gas servicing Procedure. If access is not gained through the 1st visit, the 'no access' procedure will be followed. The visiting gas engineer will leave a card of the visit instructing the tenant to contact the Council to arrange another appointment convenient to the tenant, the gas engineer will take photo evidence of the card being left at the property this will be added to the job notes.

2nd Appointment

- 10.10 Upon a failed 1st appointment visit, a 2nd appointment will be arranged through the gas planner and booked directly over the phone with the tenant at the earliest date. This is to help confirm and secure an appointment with the tenant to prevent any failed attempt to gain access into the property. A letter is sent to the tenant confirming the appointment date (**Annex 5** Gas Appointment Letter 2).
- 10.11 Where no contact can be made with the tenant, the gas planner will book an appointment at the earliest date and send a further appointment letter to the tenant.

10.12 On the day of the 2nd appointment access is not gained, the tenant's details will be referred-back to the gas planner to make direct contact via phone and or email. If, on contacting the tenant, they refuse a proposed further appointment date, then a referral to tenancy sustainment team will be made immediately.

10.13 If the tenant is not at the property on the day of the 2nd appointment, then a card of the visit will be left by the gas engineer instructing the tenant to contact the Council, the gas engineer will take photo evidence of the card being left at the property this will be added to the job notes. and a gas referral produced by the gas planner and submitted to the tenancy sustainment team for further action.

Tenancy Sustainment Team Referral

10.14 The gas planner will compile the relevant information and refer to the Tenancy Sustainment Team using the online Housing Management Application referral form, this will include a schedule of unsuccessful appointment dates attended and all communication made to the tenant, Information will include:-

- Gas appliances at the property;
- Anniversary deadline date for the gas inspection;
- Unsuccessful appointment dates the Council have arranged;
- Communication made to the tenant – email and phone.

10.15 Tenancy Sustainment Officer Housing Estates will make every effort to contact the tenant of the property to arrange a gas appointment, including cold calling and joint visits with any secondary or known support agencies and issue (**Annex 6** Tenancy Sustainment Officer Housing Estates Letter).

10.16 Such attempts to make contact will be recorded in the Tenant's person journal on the Housing Management Application (HMA). Any agreed appointment date made will be notified to the Operational Gas Planner for scheduling. Further evaluation of the tenant may be required where there are welfare concerns. These efforts must continue following a referral to legal services.

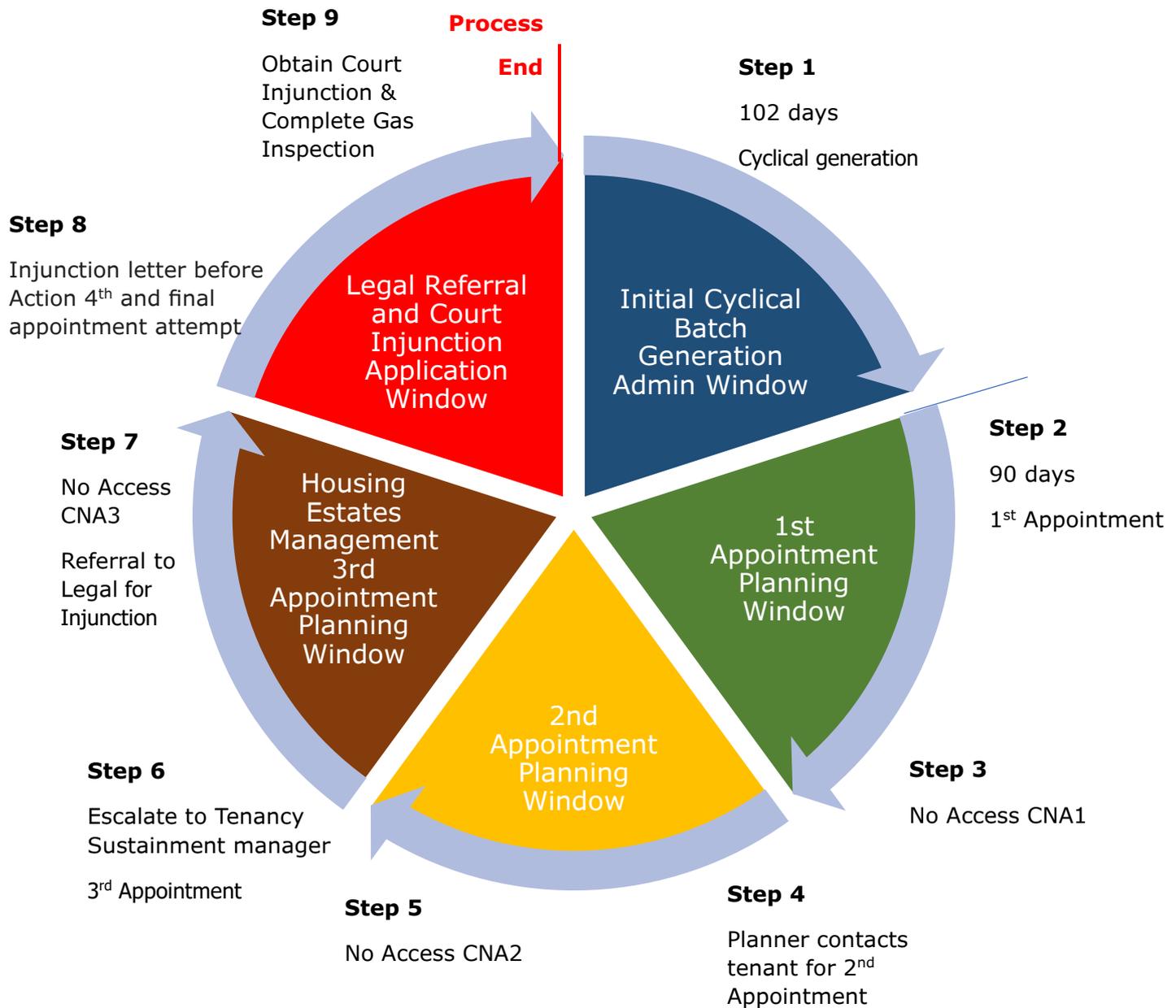
Legal Proceedings

- 10.17 Legal proceedings will commence after all attempts to gain access to a property have failed. The Council will apply to the Court for an injunction on the tenant. Furthermore, it is not uncommon for the Court to order a lifetime injunction for tenants that have historically failed or proved problematic in allowing the Council access to perform the statutory functions required as Landlord. A Legal Services Referral form will be submitted to the legal team (**Annex 7** Legal Service Referral Form).
- 10.18 Any historic problematic properties regarding access will be referred to legal but the TSO, following the first no access, to allow for an early start to the legal process.

Records Management

- 10.19 All communication should be recorded on the Councils Housing Management Application Tenant's person journal.
- 10.20 All attempts for access are recorded as evidence of the Council undertaking all reasonable steps to arrange access for an inspection.

102-day access process



Gas Capping

10.21 It will be the Council's policy to cap the gas supply serving gas appliances and/or the gas supply serving the property via the meter in the following circumstances:-

- When a single gas appliance in the property is deemed to be unsafe or is no longer in use;
- When the gas installation is deemed to be unsafe;

- When tenant has requested the gas supply to be capped, and the tenancy sustainment team have completed the gas supply capping and welfare assessment form;
- If the gas meter is external and no access is gained on the day the current LGSR goes out of date.

Gas appliances deemed unsafe or is no longer in use.

10.22 If a single gas appliance is deemed to be unsafe or no longer in use and the gas supply serves more than one appliance, the gas supply to that gas appliance will be capped off and made safe until further work has been completed to rectify the safety issue. A gas safety warning notice will be issued, and a label affixed to the appliance.

10.23 If the gas appliance is found to be immediately dangerous, and the tenant refuses to allow isolation of the appliance, then an emergency referral will be made to the National Emergency Gas Service to action.

10.24 Where the appliance deemed to be unsafe is the sole gas appliance within the property, the gas will be capped at the meter and a gas safety warning notice issued and label affixed to the gas meter.

Gas Installation is deemed unsafe

10.25 In the event that the gas installation is found to be unsafe, the gas supply will be capped off at the meter and made safe until further work has been completed to rectify the safety issue. A gas safety warning notice will be issued, and a label affixed to the meter. However, if the gas installation is found to be immediately dangerous, and the tenant refuses to allow capping of the installation, then an emergency referral will be made to the National Emergency Gas Service to action.

10.26 In both scenarios, the Gas and Electrical Manager will be informed of the action taken in order to instigate the necessary responsive repair as set out at Section 9. If it is deemed likely the gas appliance will require replacement causing repair delay, a request to carry out a gas capping risk and welfare assessment will be instigated and sent to the tenancy sustainment team, who will immediately undertake a full risk and welfare assessment of the home. (**Annex 8** Gas Capping Risk and Welfare Assessment Form).

When all access attempts have been made but unable to complete the gas safety inspection

10.27 When all access attempts have been made and the letter before actions has been issued, being the 4th and final attempt and access is still not gained, the gas engineer will cap the gas supply serving the property, where the meter can be accessed without entering the property, and a gas warning notice issued and posted through the letter box and a label affixed to the meter.

10.28 Where access is gained, but there is no gas or electricity supply to enable the gas safety check to be carried out prior to the anniversary expiry, the gas engineer will cap the gas supply serving the property, and a gas safety warning notice will be issued, and a label affixed to the meter.

10.29 Where it is discovered through any contact with a tenant during the annual cyclical gas safety inspection appointment process, that the tenant has no gas or electricity supply to enable the gas safety check to be carried out, the Gas and Electrical Manager must be informed. The Gas and Electrical Manager will instigate a gas capping risk and welfare assessment and refer to the tenancy sustainment team, who will commence a risk and welfare assessment of the household.

10.30 The Council recognises its responsibilities in ensuring client needs and welfare are considered in all its decision making and will make every effort to assist tenant's and offer support so as far reasonably practicable, to ensure tenants have suitable arrangements in place for heating and hot water provision.

10.31 This action is only undertaken as a last resort to protect the safety of the residents following all previous attempts to undertake the annual statutory gas safety inspection.

10.32 In such cases, the gas & electrical manager will be informed of the action taken and a gas capping risk and welfare assessment form instigated and sent to the Tenancy Sustainment Team or where a previous one has already been instigated, the updated position who will immediately undertake a full risk and welfare assessment of the home.

Direct request from tenant to cap their gas supply

10.33 In exceptional circumstances, this procedure can be extended to consider direct requests received from tenants to cap their gas supply with the joint agreement of the Gas and Electrical Manager and the Tenancy Sustainment Manager.

10.34 Following any such request, a gas capping risk and welfare assessment will be instigated and sent to the Tenancy Sustainment Team who will undertake a full risk and welfare assessment of the home within 10 working days. The Tenant will be informed that the meter standing charge, payable to the Utility provider, will still apply if the gas meter is still left in situ and not resolved with their energy provider or even removed.

Gas supply capping decision review

10.35 The Council only considers the capping of a gas supply at the meter as an interim measure either to protect the safety of the residents until a satisfactory gas safety inspection can be carried out or at the request of the tenant, and each capping decision will be subject to ongoing periodic review.

10.36 All gas capping risk and welfare assessments, periodic reviews and letters **MUST** be documented for the capping of any gas supply. Ongoing welfare needs must be identified, and follow-on actions are expected to offer the tenant support to return to a situation where they are able to live in a home free of hazards and the gas supply uncapped, particularly if there is no other form of heating in the home. The monitoring of welfare will be tasked to the Tenancy Sustainment Team.

- 10.37 It is the responsibility of the Tenant to immediately contact the Council if they wish for their gas supply to be re-established once they have provided a gas supply through the gas meter.
- 10.38 Any property where the gas supply serving the property is capped at the meter, will still require undergoing an annual gas safety inspection, prior to the anniversary expiry date to prove that the gas supply is still capped and installation safe. To inform the ongoing welfare monitoring the Tenancy Sustainment Team must be notified upon each annual gas safety inspection of any property where the gas supply remains capped off at the meter.
- 10.39 Where a property has been capped the TSO will complete a 3 monthly review of the case, this will be directed by a workflow reminder set up in the councils Housing Management Application to ensure these are completed.

Tenant's own appliances

- 10.40 Under Regulation 36 of the GSIUR there is no requirement to check or record any defects with tenants own appliances on an LGSR. Tenant's own gas cookers will not be serviced and maintained under this policy. It is the tenant's responsibility to maintain the upkeep and safety of a tenant owned and installed gas cooking appliance within their property. The Council will carry out a visual inspection for safety only and note this on the LGSR. Any safety concerns will be actioned in line with the GIUSP, with permission from the tenant to disconnect or turn off their gas appliance and issue a warning notice and a label affixed to the appliance, with the tenant's signature.

Visual risk assessment

- 10.41 Following an update of the gas safety technical bulletin 005 Duties of a Landlord, the Council have adopted the best practice approach as per Table 4 below from TB 005.

VISUAL RISK ASSESSMENT

Table 3 shows the recommended minimum checks to enable compliance with HSWA and GSIUR that will need to be considered when carrying out a visual risk assessment of an existing gas appliance(s), where no other gas work on that particular appliance(s) has been undertaken, based on three scenarios:

- an appliance is encountered whilst working on another appliance (e.g. whilst servicing a central heating boiler, a gas cooker is installed in the same room. A visual assessment of the gas cooker would be necessary)
- an appliance forming part of a tightness test (e.g. on completion of a satisfactory tightness test where no air has been admitted into the system)
- an appliance, when purging the system of air and relighting, following work elsewhere on the installation (e.g. after undertaking work on the system that has allowed air to enter the system).

Checks required	An appliance is encountered whilst working on another appliance	An appliance forming part of a tightness test	An appliance, when purging the system of air and relighting, following work elsewhere on the installation
Location	✓	✓	✓
Flueing	✓	✓	✓
Ventilation	✓	✓	✓
Signs of distress	✓	✓	✓
Stable/secure	✓	✓	✓
Flame picture		*	✓
✓ = Required * = Considered best practice			

TABLE 3 – MINIMUM VISUAL CHECKS TO ENSURE COMPLIANCE

Table 4

10.42 Where tenants have had a gas fire installed and connected to the chimney owned by the Council, the Council will carry out a full gas safety check of the gas appliance, including testing the chimney flue throughout its entirety. If the tenants own fire is found to be unsafe, the gas engineer will action in line with the GIUSP.

10.43 However, if any tenant’s own gas appliance is found to be immediately dangerous, and the tenant refuses to allow isolation of the appliance, then an emergency referral will be made to the National Emergency Gas Service to action.

11 Commercial gas safety inspection

Commercial Gas Plant

- 11.1 All Council housing homes, where dwellings are served by communal heating and hot water, and where metering or gas burning appliances are classified as 'Commercial Gas Installations', will be serviced every 12 months.
- 11.2 The Council will ensure that a Commercial Gas Tightness Test is carried out alongside the commercial gas servicing programme to ensure compliance.
- 11.3 Each commercial gas housing and boiler plant rooms shall contain an onsite plan of all gas installation pipework and appliances contained within the building.
- 11.4 Each communal building that is supplied by a commercial boiler/plant room shall have displayed within a notice board in the building with the current LGSR, the current tightness testing certificate, with the statement informing all residents of how and who to contact if the wish to have a copy of the current gas certification.
- 11.5 A DSEAR risk assessment will be produced on any existing commercial gas pipework installation in multi-occupancy housing or when any new installation work is carried out.
- 11.6 All future plant room alterations shall have an updated gas map and DSEAR risk assessment following new installation work being carried out.
- 11.7 All works will be carried out by our in-house Commercial Gas Engineers or approved contractor.

12 DSEAR risk assessments

- 12.1 The Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR) requires employers to assess the risk of fires and explosions that may be caused by dangerous substances in the workplace. From June 2015 DSEAR also covers the risk caused by gases under pressure and substances that are corrosive to metals.
- 12.2 DSEAR (Regulation 5) requires employers / user to carry out a thorough risk assessment where a dangerous substance is or is liable to be present at the workplace, the employer shall make a suitable and sufficient assessment of the risks to his employees which arise from that substance.
- 12.3 The risk assessment shall include consideration of:-
- The hazard properties of the substance (Natural Gas or LPG);
 - The circumstances of the work (communal areas and plant rooms);
 - Activities such as installation and maintenance gas works, where there is a potential high risk;
 - And the likelihood of explosive atmospheres and the scale of the anticipated effects.
- 12.4 The intention of the Regulations is to reduce the risk of a fatality or serious injury resulting from a "dangerous substance" igniting and potentially exploding. Examples of a "dangerous substance", as defined by DSEAR, include Natural gas, LPG, sawdust, powders, ethanol vapours, and hydrogen gas.
- 12.5 DSEAR risk assessments shall be carried out by competent persons with the necessary knowledge, skills and experience to identify the potential for fire and explosive atmospheres.
- 12.6 Each risk assessment will be produced after new gas pipework, and where alterations have been made to existing gas installation and will be checked annually that no further alterations have been made to the gas installation that would invalidated the latest risk assessment.

12.7 Once each potential sources of release have been identified, this will be classified into Hazardous Area Classification together with the following information:-

- Location – Internal, external, ventilation available, and possible accumulation of the dangerous substances.
- Likelihood of Release: _

Rate	Frequency/Duration	During Normal Operation
0	Probability Low	No classification
1	Secondary	Release NOT expected
2	Primary	Release expected
3	Continuous	Permanent release

12.8 Based on the risk assessment outcome, the results will indicate a zone map in accordance with DSEAR regulation 7 – Places where explosive atmosphere may occur:-

Zone 0	Where an explosive atmosphere is present continuously / for long periods / frequently (normally 'continuous' grade of release)
Zone 1	Where an explosive atmosphere is likely to occur in normal operation occasionally (normally 'primary' grade of release)
Zone 2	Where an explosive atmosphere is NOT likely to occur in normal operation, but if it does, will persist for a short period only (normally 'secondary' grade of release)

12.9 Identification of each zone will be highlighted on the risk assessment for control measures to be implemented. The key area of these risk assessments is to classify areas as unclassified or zone 2NE where a release is Negligible Extent (NE).

12.10 There are a number of key elements that will be factors that create Zone 2 NE or no classification:-

- Pipework installation in accordance with Current IGEM/UP/16 standards.
- Additional localised natural ventilation.
- Periodic tightness testing and inspections.

13 Domestic gas boiler capital replacement

- 13.1 As part of the Decent Home Standard, New Forest District Council aims to replace Gas Boilers which are 15 years and older within its homes, installing a more energy efficient appliance. The annual replacement schedule is generated from home condition data that indicates properties containing gas appliances, date of installation and its approximate date of renewal, and are subject to the annual capital replacement budget approval process.
- 13.2 From time-to-time Gas Boilers can become problematic with ongoing issues and repairs and although not due for replacement, for cost effectiveness reasons these boilers are brought forward for replacement and scheduled in at the earliest opportunity.
- 13.3 The Council will notify tenants of properties due for replacement. Once a survey has been completed and the work is due be scheduled, an appointment will be made with tenants on a mutually agreed date to complete the work.
- 13.4 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.
- 13.5 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.

14 Air source heat pumps (ASHP)

- 14.1 The Council have been installing ASHP's as part of our greener housing strategy to replace and upgrade, off gas, oil and solid fuel properties.
- 14.2 The install and service of the council's ASHP's are installed, serviced, and maintained by an approved contractor.
- 14.3 Upon completion of all ASHP installation work, appliances will be registered and benchmark paperwork completed and returned to Housing Landlord Services.
- 14.4 Council gas operatives will undergo further training in 2025 to allow for the installation maintenance and servicing of our ASHP.

15 Construction design management

CDM 2015

15.1 The Construction (Design and Management) Regulations 2015 (CDM) are the main set of regulations for managing the health, safety and welfare of construction projects.

Client

15.2 CDM 2015 defines a 'Client' as anyone for whom a construction project is carried out. The Client ensures that the Construction project is set up so that it is carried out from start to finish in a way that adequately controls the risks to the health and safety of those who may be affected.

Designer

15.3 CDM 2015 defines a 'Designer' as an organisation or individual that prepares or modifies a design for any part of a construction project, including the design of temporary works, or who arranges or instructs someone else to do it.

Principal Designer

15.4 The 'Principal Designer' must be appointed by the Client when the project involves more than one Contractor. The Principal Designer has control of the pre-construction phase of the project.

Principal Contractor

15.5 The 'Principal Contractor' is the contractor in overall control of the construction phase of the project with more than one contractor.

Contractor

15.6 A 'Contractor' may be an individual, a sole trader, a self-employed worker or a business who carries out, manages or controls construction work in connection with a business.

Specific role requirements

Commercial gas work

15.7 Commercial gas works require the use of a third party to act as Principal Designer due to the nature and complexity of work. Only third parties approved by the Gas and Electrical Manager and the Service Manager – Housing Maintenance Programmes and Servicing may be used; this will usually be carried out by the councils approved commercial gas contractor following competitive tender.

Domestic gas work (inhouse delivery)

15.8 Domestic gas works are managed by the Gas and Electrical Manager and the Gas Supervisor, it is the responsibility of these individuals to ensure compliance with this policy. This will usually be through taking the Principal Designer, Designer, Principal Contractor, Contractor roles as needed and dependant on the scale and complexity of the work.

Domestic gas work (outsourced)

15.9 Only third parties approved by the Gas and Electrical Manager and the Service Manager – Housing Maintenance Programmes and Servicing may be used, this will usually be carried out by the councils approved gas contractor following competitive tender.

16 Empty homes and homes undergoing mutual exchange

Empty Homes

- 16.1 At the earliest opportunity, and before any other trades are allowed to work in an empty property, Housing Landlord Services shall ensure that the gas meter is capped at the outlet immediately when the property becomes empty and subject to extensive work.
- 16.2 Prior to the commencement of a new tenancy, Housing Landlord Services shall ensure that:-
- The gas meter is uncapped, and a Landlord Gas Safety Record (CP12) is produced once all gas works are fully completed and the property is ready for re-letting and copy supplied to tenant upon possession of the property;
 - All gas appliances in the property will be assessed and repaired or renewed if a boiler is scheduled for replacement due to age, fault or condition;
 - The cooker bayonet and pipework will be capped or plugged ready for new occupants/tenants;
 - All Smoke and Carbon Monoxide alarms will be checked and tested, or replaced where faulty, missing or passed its expiry date;
 - Any debt left on gas meter from previous tenant will be cleared at the end of the empty homes process, ready for the new occupant;
 - Manufacturer's instructions for heating controls and any other necessary paperwork will be provided to tenant upon property possession.

Homes undergoing Mutual Exchange

- 16.3 The statutory Landlord Gas Safety Inspection will be carried out, on the day the mutual exchange takes place.
- 16.4 All Smoke and Carbon Monoxide alarms will be checked and tested, or replaced where faulty, missing or passed its expiry date.

- 16.5 Outgoing tenants' own appliances will not be included in the safety check inspection, as the responsibility of the appliance rests with the tenant. The cooker point gas bayonet will be removed, and pipework capped or plugged.
- 16.6 It is the responsibility of the incoming tenant to commission their own gas safe registered engineer to connect and commission a gas cooking appliance when installed in its new location.

17 Quality assurance

- 17.1 The Council is commitment to ensuring that all gas work carried out on its homes by employed gas engineers is undertaken to the highest standard, and that those staff are competent, and such work is carried out in accordance with this policy.
- 17.2 The Council will appoint a third-party Corgi Accredited Assessor to carry out Quality Control inspection audits on 5% of the work carried out by the Council's employed gas engineers each year.
- 17.3 The third-party inspections will mainly cover the annual gas safety inspection regime but will also include an element of reactive repair work and replacement installations.
- 17.4 Inspections will be carried out on a rolling monthly basis and require the Assessor to produce reports at monthly intervals setting out the scope and results of those inspections carried out and set out any recommendations or improvement measures necessary. Any immediate concerns will be escalated to the Gas & Electrical Manager by the Assessor.
- 17.5 The rolling programme will allow the Council to monitor quality assurance performance to ensure that any issues identified are dealt with promptly and appropriately.

18 Statutory servicing and calibration of testing equipment

Portable Gas Flue Analyser

- 18.1 All employed Gas Engineers who undertake gas work for the Council 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.
- 18.2 Gas Flue Analysers will be calibrated annually by an approved third party supplier and all calibration certificates, repair sheets or recalibration sheets are held by the supplier, and are accessible by the Council via a web-based client portal. A copy of the certificate is also provided with the Analyser following calibration.

Personal Carbon Monoxide Monitor

- 18.3 In the event of a Carbon Monoxide investigation, Gas Engineers will be provided with a gas flue analyser that meets BS7967, which incorporates a Carbon Dioxide (CO₂) cell within the device. This is to ensure that all measurements recorded in the air are accurate in locating and identifying the build-up of CO within a property.
- 18.4 All Council Gas Engineers will be supplied with Personal Carbon Monoxide Monitors in the event they are required to enter a property where there could be presence of CO. The devices added protection activates when it exceeds the action level of 30PPM (parts per million) CO in ambient air which becomes harmful to any persons. The devices will be maintained by the Council and replaced every 2 years or as per the manufacturers recommended life expectancy.
- 18.5 Personal Carbon Monoxide Monitors will be calibrated annually by an approved third-party supplier and all calibration certificates, repair sheets or recalibration sheets are held by the supplier, and are accessible by the Council via a web-based client portal. A copy of the certificate is also provided with the Monitor following calibration.

19 Smoke, heat and carbon monoxide detection

- 19.1 During the annual gas safety inspection or installation of gas appliances all Gas Engineers will inspect and test 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 and record their locations and expiry dates on the LGSR Certificate.
- 19.2 LGSR Certificates will be scanned and uploaded to the Council's Housing Asset Management Application and cyclical asset attribute data records verified and amended where necessary in the Council's Housing Maintenance and Repairs Application.
- 19.3 The scanning, uploading, and data verification process is undertaken by the Gas and Compliance Administrators, and any data verification concerns **must** be escalated to the Gas & Electrical Manager or Gas Supervisor.

Carbon Monoxide Detector

- 19.4 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. E.g., in the living room where a gas fire may be installed and the kitchen where a boiler may be installed.
- 19.5 These will be installed even where the Council has not installed the appliance e.g., fire.

Smoke and Heat Detectors

- 19.6 Smoke detectors will be fitted and hardwired in a suitable place in every rented property (minimum one per floor) and will normally be within the fire escape route (hallway and landing). Smoke detectors will be replaced as part of a 10-year rolling replacement schedule or when a deficiency is identified.

Fire Risk and Safeguarding

- 19.7 As part of the annual gas safety inspection regime, where additional risks are identified by staff (i.e., hoarding, adaptations made to property presenting a fire risk, specific disability or other fire risk), a safeguarding report **must** be made to the Tenancy Sustainment Team and Housing Fire Safety Manager.

20 Annexes

Annex 1 Emergency procedure protocol

In the event of a person reporting any of the following gas emergency:-

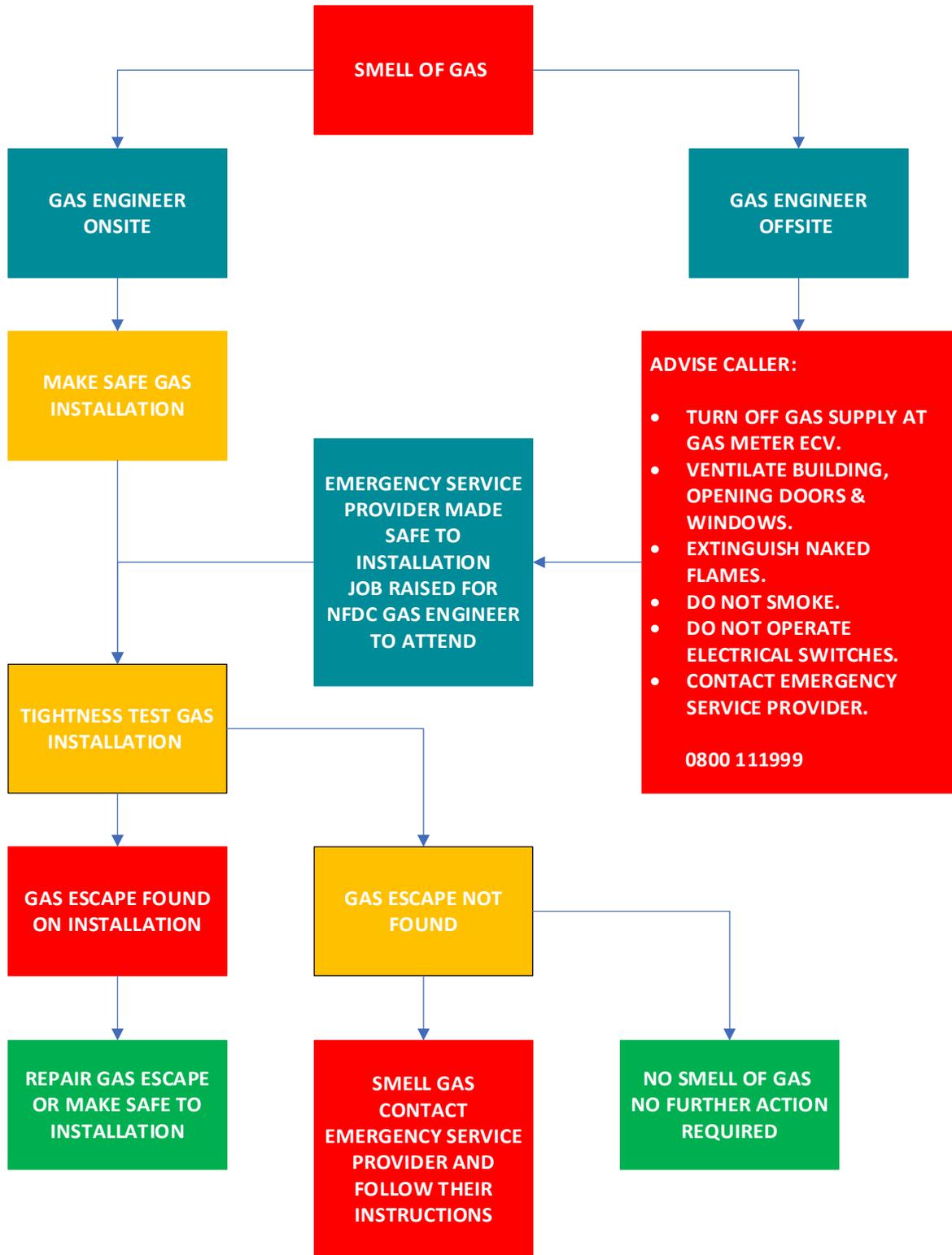
- A gas escape;
- Smell of gas;
- Suspected emissions of products of combustion;
- Carbon Monoxide (CO) detector activation;

When a call is raised through to the council’s customer services, the following gas emergency procedure protocol will apply to ensure that the council’s duty of care s fulfilled.

1	<p>Call Handler to obtain and record the Caller’s details:-</p> <ul style="list-style-type: none"> ▪ Name; ▪ Address; ▪ Postcode; ▪ Mobile Telephone Number.
2	<p>Call Hander must instruct the Caller to:-</p> <ul style="list-style-type: none"> ▪ Get fresh air immediately; make sure you open all doors and windows to ventilate the area, if safe to do so. ▪ Turn off the gas emergency shut off valve at the meter, if safe to do so. ▪ To Extinguish all naked flames if safe to do so ▪ Not to smoke; ▪ Avoid using electrical switches, naked flames, or anything that could cause a spark. ▪ Leave the property and wait for professional assistance. ▪ To Call National Gas Emergency Service Provider ▪ Don’t turn the gas supply on again until it’s been checked by a Gas Safe registered engineer.

	<p>The National Gas Emergency Service Provider number</p> <p>0800 111 999</p> <p>Inform the on call supervisor.</p>
3	<p>If the caller believes that they have been or are being affected by electric shock, fumes, smells, spillage, or leakage of products of combustion, they must be advised to seek immediate medical attention.</p> <p>This includes symptoms of nausea, dizziness, chest pains, headaches, and/or palpitations, collapse and loss of consciousness.</p>
4	<p>All reports of gas emergencies are to be escalated to the Council’s gas management team including the Council’s Health and Safety Section. Where relevant the HSE shall be notified and there will be NO DISRUPTION to the area that is under investigation.</p>
5	<p>Council employed gas engineer will visit the property. All works will be documented and stored within the council’s Housing Asset Management Application.</p>

Annex 2 Gas escape procedure



Annex 3 Gas unsafe situation procedure

This procedure has been produced for the Council when dealing with unsafe situations in domestic and non-domestic properties own by the landlord. The purpose of this procedure is for gas engineers when encountering an unsafe situation is to safeguard life and property and take prompt corrective actions to eliminate such dangers.

Under the Gas Safe (Installation and Use) Regulations 34 clearly defines this as:-

1. The responsible person for any premises shall not use a gas appliance or permit a gas appliance to be used if at any time he knows or has reason to suspect that it cannot be used without constituting a danger to any person.
2. For the purposes of paragraph (1) above, the responsible person means the occupier of the premises, the owner of the premises and any person with authority for the time being to take appropriate action in relation to any gas fitting therein.

All gas engineers that undertake gas works are competent in such area and understand where to apply the unsafe situation procedure based on their professional judgement and interpretation of the rule. This includes both in-house and external contractors. This will help support the gas engineer to meet their legal duties and correctly classify unsafe gas installations and appliances.

When an engineer identifies an unsafe situation, the principal objective shall be to make safe and advise the responsible person not to use the appliance/installation. The classification of each unsafe situation and actions:-

Immediately Dangerous (ID)	Is a dangerous appliance/installation, which if left connected to a gas supply is an immediate danger to life or property. Examples of this are fossil fuel burning appliances burning incorrectly, and gas escapes
Action	<ol style="list-style-type: none"> 1. Explain to the user / tenant the reason for the unsafe situation and why it is 'immediately dangerous. 2. The appliance/installation to be disconnected and

	<p>sealed from the gas supply with an appropriate fitting.</p> <ol style="list-style-type: none"> 3. Attach a “DANGER DO NOT USE” label to the appliance/installation in a prominent position. 4. Complete a “warning notice” which shall emphasise the words “DANGER DO NOT USE” obtain a signature from the tenant and leave a copy on site.
<p>At Risk (AR) <i>(removing the risk)</i></p>	<p>Is a potentially dangerous appliance/installation where one or more faults exist and which, as a result may in the future constitute a danger to life or property. An example of this is inadequate ventilation.</p>
<p>Action</p>	<ol style="list-style-type: none"> 1. Explain to the user /tenant the reason for the unsafe situation and why it is ‘at risk’. 2. The appliance/ installation is turned off at the gas supply. 3. Attach a “DANGER DO NOT USE” label to the appliance/installation in a prominent position. <p>Complete a “warning notice” which shall emphasise the words “DANGER DO NOT USE” obtain a signature from the tenant and leave a copy on site.</p>
<p>At Risk (AR) <i>(Not able to remove risk)</i></p>	<p>In a limited number of cases, turning off the installation will not remove the risk. Examples of this are, in a non-emergency situation, where there is restricted access, or there is not a handle fitted to the Emergency Control Valve (ECV) at the gas meter.</p>
<p>Action</p>	<ol style="list-style-type: none"> 1. Explain to the user /tenant the reason for the unsafe situation and why it is ‘at risk’ and why turning off will NOT reduce the risk. 2. Do not attach a “DANGER DO NOT USE” label. <p>Complete a “warning notice” which shall emphasise who the gas user/responsible person should contact for further investigation.</p>

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

There is a requirement under RIDDOR for certain types of injuries and dangerous fittings to be reported to the HSE. It is the responsibility of the employer to report any such incidents and will allow the HSE to investigate and monitor incidents and give appropriate publicity to them in the interests of public safety.

Areas that fall under gas are RIDDOR regulations 11 (1) & (2)

RIDDOR 11(1) – Gas Incident

RIDDOR regulation 11(1) applies when someone has died, been unconscious or taken to hospital in connection with gas, as a result of carbon monoxide (CO) poisoning, exposure to un-burnt gas, fire and/or explosion incidents. Incidents where people have taken themselves to hospital or have been taken to another medical facilities are not reportable.

The duty to report under regulation 11(1) rests solely with the conveyor of Natural Gas or filler, importer or supplier (within the council district this would be Southern Gas Network).

RIDDOR 11(2) – Dangerous Gas Fitting

RIDDOR regulation 11(2) requires registered gas businesses/engineers to report any gas fittings (including appliances and flues or ventilation used with appliances) which are dangerous to such an extent they have caused or are likely to cause:

- Death
- Loss of consciousness
- Taking to hospital of a person

Due to the design, construction, manner of installation, modification, or incorrect servicing of the gas fitting that could or has resulted in an accidental leakage of gas, incomplete combustion of gas or inadequate removal of products of combustion of gas. This is commonly referred to as poor workmanship or design.

Immediately Dangerous (ID) situations not reportable under RIDDOR 11(2)

Most RIDDOR situations are likely to be classified as ID. Some ID situations are not reportable under RIDDOR, even when due to poor workmanship or design.

These situations can be reported to Gas Safe.

Timeframe for Report RIDDOR to HSE	
RIDDOR 11 (1)	Notify HSE without delay (i.e., within 2 hours of attending the incident) and send online within 14 days of incident
RIDDOR 11 (2)	Send online report to HSE within 14 days of discovery.

In the event of an incident under RIDDOR, the Gas & Electrical Manager must be notified immediately, and the incident reported to the Corporate Health and Safety Team, and an incident form completed for recording of the incident.

The Council’s Corporate Health and Safety Team record all near misses, accidents and RIDDOR reportable incidents and are delegated corporate responsibility for notifying the HSE on behalf of the Council.

Annex 4 Gas appointment letter 1



«PropertContactTitle» «PropertyContactForenames»
«PropertyContactSurname»
«PropertyAddress1»
«PropertyAddress2»
«PropertyAddress3»
«PropertyAddress4»

My Ref: ST/Gas/Letter 1
Your Ref:«PropertyUPRN»

30 September 2025

Dear «PropertContactTitle» «PropertyContactForenames» «PropertyContactSurname»

IMPORTANT Annual Gas Appliance Safety Inspection

According to our records your Annual Gas Safety Inspection is now due. We would therefore like to inspect your Gas Appliances & Smoke Detectors on the following date

Date: «ApptDate» Appointment slot: «ApptSegmentDesc»

As part New Forest District Council's ongoing commitment to providing the best possible service, we are undertaking quality assurance checks throughout the district to ensure we continue to meet our high standard of work. As such you may be contacted in the month following your safety inspection by Corgi Technical Services who are carrying these out on our behalf, to arrange a visit.

CARBON MONOXIDE CAN KILL!

Working Safely during Coronavirus (COVID-19)

As your Landlord, the Council have a duty to carry out annual gas safety inspections, whilst observing social distancing guidance, please allow for this to happen, wherever possible.

Prior to our visit, please contact a member of the Housing Team if you or a member of your household has tested positive for or is displaying symptoms of COVID-19. If a member of your household has tested positive or is displaying symptoms of COVID-19 and we are unable to complete the safety inspection, your appointment will be rescheduled.

Council maintenance staff are provided with PPE (personal protective equipment) consisting of gloves, anti-bac gel (hand sanitizer), face coverings, and used in conjunction with regular hand washing and surface cleaning. We understand that you may be anxious and expect our staff to offer the necessary reassurance and reaffirm the importance of social distancing and increased hygiene control when working in properties.

All pets must be shut away in another room prior to our staff entering your property.

Please ensure the working area is clear of household items and is accessible to our staff, if you are unable to move furniture or heavy items, please make us aware prior to the visit.

If you are unable to make this appointment, please contact us on **(023) 8028 5040** as soon as possible to arrange an alternative date.

We continue to actively engage with tenants, but if access is refused on a number of occasions, we will obtain the help of our Legal Section and may seek access via the Courts.

Yours sincerely

Gas and Electrical Manager

Tel: (023) 8028 5222

Email: Housing.supporthub@nfdc.gov.uk

New Forest District Council is committed to protecting and respecting your privacy. For further information go to www.newforest.gov.uk/privacy



Social housing issue?

Visit gov.uk/social-housing



Annex 5 Gas appointment letter 2

«FOLDER1_TITLE»
«FOLDER1_FORENAME»
«FOLDER1_SURNAME»
«FOLDER1_ADDRESS»



My Ref: ST/Gas/Letter2
Your Ref: «PropertyUPRN»

30 June 2025

Dear «FOLDER1_TITLE» «FOLDER1_SURNAME»

OUTSTANDING GAS SAFETY INSPECTION

On «FOLDER1_SURNAME» a Gas Engineer visited your property to complete an Annual Gas Safety Inspection to your gas boiler and appliances. You were not in for this appointment.

If you are not allowing access due to COVID-19 (Isolating due to symptoms experienced by anyone in the household, due to recent known contact with someone with symptoms or awaiting test results) please let us know as soon as possible.

To ensure this inspection is carried out without delay we have rearranged for our Engineer to visit your property on the following date (Unless we hear from you).

Date: «ApptDate» Appointment Slot: «ApptSegmentDesc»

Council maintenance staff are provided with PPE (personal protective equipment) consisting of gloves, anti-bac gel (hand sanitizer), face coverings, and used in conjunction with regular hand washing and surface cleaning. We understand that you may be anxious and expect our staff to offer the necessary reassurance and reaffirm the importance of social distancing and increased hygiene control when working in properties.

All pets must be locked away in another room prior to our staff entering your property.

Please ensure the working area is clear of household items and is accessible to our staff, if you are unable to move furniture or heavy items, please make us aware prior to the visit

It is imperative that this work is completed. Failure to do this will result in a breach of tenancy and we will have no alternative than to pass your case to our legal team for court proceedings.

To discuss this letter or reschedule this appointment, please telephone the Gas Team on **(023) 8028 5040** within 3 working days of receiving this letter.

Yours sincerely

Gas and Electrical Manager

Tel: (023) 8028 5222

Email: Housing.supporthub@nfdc.gov.uk

New Forest District Council is committed to protecting and respecting your privacy.
For further information go to www.newforest.gov.uk/privacy



The banner features the HM Government logo on the left. The main text reads "Social housing issue?" in a large, bold, black font. Below this, a blue button contains the text "Visit gov.uk/social-housing". To the right of the button is a circular logo with a white house icon and a green checkmark, with the text "Make things right" underneath. On the far right of the banner is a QR code.

Annex 6 Tenancy sustainment letter 3

Housing Resident Services

Asst Director: Paul Thomas

My Ref:
Your Ref:

Date:

Dear

LEGAL ACTION TO GAIN ENTRY

On [REDACTED] you were sent a letter by the Council's Gas Team stating that it was your final opportunity to allow us access in order to complete the Annual Gas Safety Inspection. You failed again to let us in.

The matter has been referred to me to commence legal action to allow our contractors access; that means to apply for an Injunction that will require you to allow us entry into your home.

The Council is required by law to carry out this inspection. The inspection is for your own wellbeing as gas leaks can cause explosions, and carbon monoxide poisoning from faulty appliances can kill.

I will visit you on [REDACTED] together with a gas contractor. If you do not let us in to carry out the gas safety inspection and service, I will pass this matter to the Council's Legal Team, who will take immediate steps to apply for an Injunction. You will receive a County Court claim and injunction application through the post. The Council will hold you responsible for all court costs, including the Court issue fee of £365.

This action has been taken against other tenants who have not allowed us access to their home to carry out an inspection. In the past the Court has ordered tenants to pay the Council costs of £500, which the Council incurred in applying for an injunction. **You can avoid court action, and the costs associated with it, if you allow us entry to your property now.**

I urge you to ensure that we can access the property on [REDACTED] to carry out the gas safety inspection and service.

If you wish to discuss this matter, please telephone me immediately on 023 8028 5222.

Yours Sincerely

Tenancy Sustainment Officer

Tel: 023 8028 5222

Email: [REDACTED]@nfdc.gov.uk

Annex 7 Legal service referral form

LEGAL SERVICES REFERRAL

GAS SAFETY ACCESS INJUNCTION

Tenant name(s):

Property address:

Tenure:

Tenancy Commencement:

Who is living at the address?

Name:	DOB:	Relationship to tenant:

Tenants Income details:

What gas appliances are in the property?

When were the gas appliances last serviced?

Have standard letters been sent?

Letter	Date letter sent	Date of visit
Standard Gas Team letter No. 1		
Standard Gas Team letter No. 2		
TSO Access letter		

Contact by Gas Service Team:

Aside from standard letters, please detail any contact/attempted contact by the Gas Team (including dates):

(Please use this box to set out whether there has been any contact with the tenant. For example, has access been explicitly refused? Or has the tenant made no contact at all?)

Please include with your instructions copies of any record/notes made of contact/attempted contact.)

Contact by TSO:

Aside from the standard letter, please detail all contact/attempted contact by the TSO team in connection with access for a gas safety inspection (including dates):
 (Please use this box to set out whether there has been any contact with the tenant. NB – In addition to the standard letter and visit referred to therein, TSO should have tried to make contact by telephone. Please include with your instructions copies of any record/notes made of contact/attempted contact)

Has the Council encountered problems accessing the property to carry out a gas safety inspection in previous years? YES/ NO

If yes, please give details:

Previous legal service referral:

Is the tenant vulnerable/do they have capacity issues? YES/ NO

If yes, please give details:

.....

.....

.....

.....

Any other information which may be relevant:

CHECKLIST

Have you enclosed with these instructions:

A copy of the tenancy agreement	YES/NO
Copies of all letters sent by the Gas Team?	YES/NO
Copies of all letters sent by the TSO Team?	YES/NO
Copies of any notes/records of attempts made to contact tenant/telephone conversations with tenant?	YES/NO
A draft witness statement from the Gas Safety Supervisor?	NO*
A draft witness statement from the TSO?	NO*

Prior to instructing Legal Services, have you considered whether the tenant may be vulnerable/may lack capacity? **YES/NO**

***To be provided if 'letter before action' sent by legal proves unsuccessful**

Annex 8 Gas capping risk and welfare assessment form

GAS SUPPLY CAPPING AND WELFARE ASSESSMENT FORM

SECTION ONE Property Information

Name of Tenant/s	
Address	
Tenure	
Tenancy commencement	Click or tap to enter a date.

SECTION TWO Who is living at the address

Name:	DOB:	Relationship to tenant:
	Click or tap to enter a date.	
	Click or tap to enter a date.	
	Click or tap to enter a date.	
	Click or tap to enter a date.	
	Click or tap to enter a date.	
	Click or tap to enter a date.	
	Click or tap to enter a date.	
	Click or tap to enter a date.	

SECTION THREE Background

Date Gas Safety Inspection Due	Click or tap to enter a date.	
1 st Appointment attempt	Click or tap to enter a date.	Access gained: Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, no credit <input type="checkbox"/>
2 nd Appointment attempt	Click or tap to enter a date.	Access gained: Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, no credit <input type="checkbox"/>
3 rd Appointment attempt	Click or tap to enter a date.	Access gained: Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, no credit <input type="checkbox"/>
Injunction letter before Action 4 th and final Appointment attempt	Click or tap to enter a date.	Access gained: Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, no credit <input type="checkbox"/>

SECTION FOUR Capping details

Date gas capped	Click or tap to enter a date.
Name of engineer who capped	
Reason for capping	Choose an item.
Provide further detail for capping	
List all gas appliances within property	
Or	
Date of receipt of tenant's request to cap supply	Click or tap to enter a date.

SECTION FIVE Gas utility

Who is the current gas utility provider?	
Is the gas meter prepaid or not?	
Does the tenant have debt?	Yes <input type="checkbox"/> No <input type="checkbox"/>
And if so – how much?	£
Has the tenant made contact with their utility provider and agreed a debt recovery plan?	
Is the tenant aware that they will still receive metering standing charge fees, even if the gas supply is capped?	Yes <input type="checkbox"/> No <input type="checkbox"/>

SECTION SIX Welfare Assessment Part 1 (Property Risk factors)

Risk factors	Risk response	Risk Rating												
What alternative heating provision does tenant have available?		Choose an item.												
Does this form of heating present an increased risk due to its use or condition of the property? I.e., hoarding, fire etc.		Choose an item.												
What alternative hot water provision does the tenant have available?		Choose an item.												
Does this form of hot water provision present an increased risk due to its type or use?		Choose an item.												
What alternative cooking provision does the tenant use, or have available?		Choose an item.												
What is the general condition of the property?		Choose an item.												
Are there any signs of the following: (tick all that apply)	<table border="0"> <tr> <td>Damp</td> <td><input type="checkbox"/></td> <td>Hoarding</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Mould</td> <td><input type="checkbox"/></td> <td>Excess storage of flammable items</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Condensation</td> <td><input type="checkbox"/></td> <td>Obstructions in an emergency</td> <td><input type="checkbox"/></td> </tr> </table>	Damp	<input type="checkbox"/>	Hoarding	<input type="checkbox"/>	Mould	<input type="checkbox"/>	Excess storage of flammable items	<input type="checkbox"/>	Condensation	<input type="checkbox"/>	Obstructions in an emergency	<input type="checkbox"/>	Choose an item.
Damp	<input type="checkbox"/>	Hoarding	<input type="checkbox"/>											
Mould	<input type="checkbox"/>	Excess storage of flammable items	<input type="checkbox"/>											
Condensation	<input type="checkbox"/>	Obstructions in an emergency	<input type="checkbox"/>											

SECTION SEVEN Welfare Assessment Part 2 (Financial Risk Factors)

Risk factors	Risk response
What is the tenant’s reason for not wanting gas? Changes in circumstances that has led to decision? If applicable I.e. Environmental choice Rising cost Inability to pay Alternative means in place Other	
Tenant’s current rent account position?	
Is the client in receipt of all their entitled benefits?	
Is there any hardship support that may be available? Armed Forces, Local grants etc.	

SECTION EIGHT Welfare Assessment Part 3 (Disabilities, Vulnerability and Health Risk Factors)

Risk factors	Risk response		
Disability, vulnerability or health risks: (tick all that apply)	Disability <input type="checkbox"/>	NHS community nursing at home <input type="checkbox"/>	Choose an item.
	Elderly <input type="checkbox"/>	medical condition	
	Children under 5 <input type="checkbox"/>	Social Services home care <input type="checkbox"/>	
	Mental health diagnosis <input type="checkbox"/>	package <input type="checkbox"/>	
		Ill health diagnosis <input type="checkbox"/>	
Medical condition <input type="checkbox"/>			
Detail information – particularly any ongoing concerns of the tenant living in cold conditions			
Any safeguarding concerns?			
Does the tenant require additional support to be actioned by the Housing Service?			

SECTION NINE Assessment Signatories

Title	Name	Date
Visiting Officer		Click or tap to enter a date.
Tenancy sustainment manager housing estates.		Click or tap to enter a date.
Gas & Electrical Manager		Click or tap to enter a date.
Service Manager		Click or tap to enter a date.

Annex 9 Gas capping Non tenant response

«FOLDER1_TITLE»
«FOLDER1_FORENAME»
«FOLDER1_SURNAME»
«FOLDER1_ADDRESS»



My Ref: ST/Gas/Letter
Your Ref: «PropertyUPRN»

30 June 2025

Dear [Enter salutation here](#)

Important Notice: Gas Meter Capping and Property Maintenance Information:Add Full Address:

I am writing to inform you that your gas meter has been capped in accordance with the Gas Safety Installation and Use Regulations. This action has been taken to ensure the safety of you and your home.

As your landlord, it is our statutory duty to complete your annual gas inspection within 12 months of when it was last inspected. This is a **legal requirement**, which is also within your tenancy agreement. Please contact our Housing Support Hub on 02380 285222 option 1, to enable us to resolve this matter.

Please be aware that while your gas meter is capped and no gas is being supplied, the daily standing charge from your energy supplier will still apply. This standing charge is a fixed cost that covers the connection and maintenance of your energy supply, regardless of usage. The current average standing charges are typically 61p a day for electricity and 32p a day for gas, these prices will rise with the cost of energy prices.

Additionally, without the use of heating, the property may become more susceptible to damp and mould, especially during the colder months. To help minimise the risk of this, we recommend ensuring adequate ventilation and regularly inspecting for signs of dampness. If you are experiencing difficulties paying your energy bills, we encourage you to seek support through the following resources:

- Information can be found on the New Forest District Council website www.newforest.gov.uk/article/3287/Cost-of-living-information.
- **Hitting the cold spots: 0800 804 8601** this service also provides tailored energy advice, unique to each caller's situation. A dedicated energy adviser will check that your gas and electricity bills are accurate and help you resolve complex cases with your energy supplier.
- Citizens Advice: **Adviceline (England): 0800 144 8848**: They provide free advice on managing finances and can guide you on benefits or grants you may be eligible for.

- Your Energy Supplier: Many energy suppliers offer payment plans or hardship funds to assist customers facing financial difficulties.

Although your gas has been capped to remove any risk relating to gas, we still need to gain access to carry out an inspection on the smoke and CO alarms within your property, therefore we will still be seeking legal action. If you want to prevent this please arrange access as soon as possible, by contacting our Gas Team on 02380 285040.

Yours sincerely



Ben Close
Gas and Electrical Manager
Housing Maintenance
Tel: (023) 8028 5040
Email: Housing.supporthub@nfdc.gov.uk

New Forest District Council is committed to protecting and respecting your privacy.
For further information go to www.newforest.gov.uk/privacy



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Annex 10 Gas capping tenant agreement/request

«FOLDER1_TITLE»
«FOLDER1_FORENAME»
«FOLDER1_SURNAME»
«FOLDER1_ADDRESS»



My Ref: ST/Gas/Letter
Your Ref: «PropertyUPRN»

30 June 2025

Dear Enter salutation here

IMPORTANT INFORMATION GAS METER CAPPING – add address here

We are writing regarding your outstanding Gas Safety Inspection. As you have requested that the gas supply at your property be capped due to it not being in use, our tenancy sustainment team has completed the necessary gas capping welfare assessment. You have confirmed with us that you have alternative methods for both heating your home and supplying hot water. In light of this we will proceed with arranging the gas to be safely capped, the outstanding gas safety inspection remains a legal requirement. Therefore, we would ask that you allow access to the property for the inspection to be completed for the dates stated below.

Appointment:

Timeslot:

As the landlord, we would only advise that this can be done when a gas safety inspection cannot be undertaken and to reduce any risk of the gas not being fully checked for safety within your home. You have also been made aware that although the gas meter would be capped off you will still incur a standing charge on your gas meter. We would advise that you seek further support from your energy supplier to resolve any issues with the debt on the gas meter.

Please be aware that while your gas meter is capped and no gas is being supplied, the daily standing charge from your energy supplier will still apply. This standing charge is a fixed cost that covers the connection and maintenance of your energy supply, regardless of usage. The current average standing charges are typically 61p a day for electricity and 32p a day for gas, these prices will rise with the cost of energy prices.

Additionally, without the use of heating, the property may become more susceptible to damp and mould, especially during the colder months. To help minimise the risk of this, we recommend ensuring adequate ventilation and regularly inspecting for signs of dampness.

If you are experiencing difficulties paying your energy bills, we encourage you to seek support through the following resources:

- Information can be found on the New Forest District Council website www.newforest.gov.uk/article/3287/Cost-of-living-information.
- **Hitting the cold spots: 0800 804 8601** this service also provides tailored energy advice, unique to each caller's situation. A dedicated energy adviser will check that your gas and electricity bills are accurate and help you resolve complex cases with your energy supplier.
- Citizens Advice: **Adviceline (England): 0800 144 8848**: They provide free advice on managing finances and can guide you on benefits or grants you may be eligible for.
- Your Energy Supplier: Many energy suppliers offer payment plans or hardship funds to assist customers facing financial difficulties.

Although the gas has been capped off, our Tenancy sustainment team will at regular intervals make contact to complete a welfare check. We still have a statutory requirement to complete an annual gas safety inspection for your property this will include the inspection of your CO and smoke alarms, please ensure you take notice of any further appointments.

If however, your circumstances change and you are wanting to use gas in your home and have cleared the outstanding debt on the meter, then please contact our Housing Support Hub on **02380 285222** to arrange an appointment as soon as possible for us to complete a full gas safety inspection and uncap your gas meter.

Yours sincerely



Ben Close
Gas and Electrical Manager
Housing Maintenance
Email ben.close@nfdc.gov.uk
Tel: (023) 8028 5040
Email: Housing.supporthub@nfdc.gov.uk

New Forest District Council is committed to protecting and respecting your privacy.
For further information go to www.newforest.gov.uk/privacy



Social housing issue?

Visit gov.uk/social-housing



Annex 11 Landlord Gas Safety Record LGSR.

Serial No. _____

10 confirm the validity of the gas operative please contact Gas Safe on 0800 406 2200 or www.gasregister.gov.uk

LANDLORD/HOMEOWNER GAS SAFETY



213196

This inspection is for gas safety purposes only in accordance with The Gas Safety (Installation and Use) Regulations. Flues were inspected visually and checked for satisfactory evacuation of products and combustion. A detailed inspection of the flue integrity, construction and lining has not been carried out.

Registered Business Details: GAS SAFE REG NO 213196

Gas Operative: _____ (Print name)

GAS SAFE ID card serial No. _____

New Forest District Council
 Marsh Lane Depot, Marsh Lane, Lymington
 Hampshire. SO41 9BX. Tel: 023 8028 5040

Job Address:
 Name Mr/Mrs/Miss/MS: _____
 Address: _____
 Postcode: _____ Tel: _____

Landlord:
New Forest District Council
 Housing Services, Appletree Court,
 Lyndhurst, Hampshire. SO43 7PA
 Tel No: 023 8028 5222

APPLIANCE DETAILS				INSPECTION DETAILS										
E	Location	Appliance type	Make Model	Flue Type OF/RS/IFL	Landlord's appliance (if applicable)	Appliance inspected Yes/No	Combustion analyser reading (if applicable)	Operating pressure in flues or heat input KWh or Btu/h	Safety device(s) correct operation	Ventilation Provision Satisfactory Yes/No	Visual condition of flue and termination satisfactory Yes/No/NA	Flue performance Checks Pass/Fail/NA	Appliance Serviced Yes/No	Appliance Safe to Use Yes/No
1														
2														
3														
4														

For appliances not owned by NFDC the recorded 'Appliance safe to use' response is based on a visual check for obvious defects only

DEFECT(S) IDENTIFIED	REMEDIAL ACTION TAKEN	Warning/Advice Notice Issued Yes/No (if year insert serial No.)	DETECTION	NEXT SAFETY CHECK DUE WITHIN 12 MONTHS
1	2	3	Type Location Date	

PLEASE TICK THIS BOX TO CONFIRM YOU HAVE REPLACED THE GAS ANALYSER TEST POINT CAP Please tick

Gas installation pipework satisfactory visual inspection Yes/No

Emergency Control accessible Yes/No

Satisfactory gas tightness test Yes/No

Equipotential bonding present Yes/No / Satisfactory Yes/No

This Safety record is issued by: Signed _____ Print name _____

Received by: Signed _____ Tenant/Landlord/Agent/Homeowner

Date: _____ Number of appliances tested

Key: Green Copy - Customer/Tenant (in Case of rented accommodation) White Copy - NFDC *Refer to separate Warning/Advice Notice

Annex 12 Engineer report form

Gas safe Reg Number: 713106	<h2 style="margin: 0;">ENGINEERS REPORT FOLLOWING GAS WORK</h2>							
Job No:								
New Forest District Council Marsh Lane Depot, Marsh Lane, Lymington Hampshire. SO41 9BX. Gas Operative: Gas safe ID: Tel No: 023 8028 5040	NAME: ADDRESS: POSTCODE:	New Forest District Council Housing Services, Appletree Court, Lyndhurst, Hampshire. SO43 7PA Tel No: 023 8028 5222						
SERVICE: <input type="checkbox"/> BREAKDOWN: <input type="checkbox"/> OTHER: <input type="checkbox"/>								
JOB DETAILS:								
Work Undertaken:								
PARTS USED:								
	Appliance Location	Appliance Make	Appliance Model	Appliance Type	Type of flue (OF/BS/FL)	Landlords Appliance Y/N	Appliance inspected Y/N	
1								
2								
3								
4								
	Operating Pressure in Mbar and or heat input KW/Mbar	Are the safety devices working Y/N	Satisfactory ventilation	Flue Visual Condition Pass/Fail	Flue Performance checks	Combustion Analyser Reading		Appliance Safe to use
						CO CO2 Ratio	CO PPM	
1								
2								
3								
4								
Gas Tightness								
Gas installation pipework satisfactory								
ECV accessible								
Satisfactory Gas tightness test								
Approved CO Alarm Fitted		Date		Tested		Location		
YES	NO							
YES	NO							
YES	NO							
Other Notes								
Received By:				Issued by:				
Print Name:				Date:		Signature:		Date: