



HOUSING AND PROPERTY SERVICE POLICY	
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Department	: Housing Asset Management
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Please state what policies and strategies (if any) this policy is linked to (a list of policies and procedures can be found at [policies and strategies](#))

Linked to

Asset Management Strategy
Allocations Policy

Version	Date	Details of amendment	Creator/ amender	Approved by	Next review due
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2					
3					
4					

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HOUSING/PROPERTY SERVICES AIDS AND ADAPTATIONS POLICY

Contents

1. Introduction	3
2. Purpose of the Policy	3
3. Scope.....	3
4. Legal and Regulatory Framework	4
5. Operational Commitments.....	4
6. Roles and Responsibilities	4
7. Access, Appointments and Management of No-Access Cases	5
8. Data, Record Keeping and Documentation	5
10. Quality Assurance and Continuous Improvement.....	5
11. Resident Engagement and Communication	6
12. Equality, Diversity and Inclusion.....	6
13. Review and Document Control.....	6

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1. Introduction

1.1 North West Leicestershire District Council (NWLDC) is committed to ensuring the safety and wellbeing of all tenants, residents, visitors, staff and contractors in relation to gas installations, appliances and associated systems within its housing stock. Gas safety is a critical element of the Council's responsibility as a landlord, and this policy sets out the framework through which NWLDC will prevent, control and mitigate any risks arising from the use of gas in its properties.

1.2 This policy establishes a clear, robust and auditable approach to managing gas installations and outlines how the Council meets its statutory duties, ensures consistent service delivery and safeguards life, property and the environment. The principles described here align with recognised statutory requirements and established best-practice models for gas safety compliance.

2. Purpose of the Policy

2.1 The purpose of this policy is to provide a comprehensive statement of how NWLDC manages gas safety across all relevant properties. It sets out a systematic approach that ensures all gas appliances and systems are installed, maintained and serviced safely, and demonstrates how the Council will ensure compliance with legal requirements, minimise risks to occupants, and maintain high standards of service delivery.

2.2 The policy also explains how NWLDC monitors and maintains 100% compliance with statutory annual servicing intervals and ensures every dwelling with a gas appliance holds a valid Landlord Gas Safety Record (LGSR), issued at the start of a tenancy and following each annual safety check.

3. Scope

3.1 This policy applies to all domestic dwellings owned or managed by NWLDC, including general needs housing, supported and sheltered housing, temporary accommodation, and any property containing communal gas installations or flues. It also applies to commercial or plant room gas systems where the Council retains responsibility as landlord.

3.2 The policy covers all relevant stages of property management including re-lets, voids, mutual exchanges, new tenancies, refurbishments, capital improvements and new developments. It ensures that gas systems are inspected and made safe before occupation, and that servicing and safety inspections continue throughout the lifetime of the tenancy.

3.3 The policy also applies to other heating types such as oil, solid fuel or LPG, ensuring that equivalent safety checks and standards are applied using appropriate regulatory frameworks, even where legislation differs.

4. Legal and Regulatory Framework

NWLDC recognises and complies with all statutory duties relating to gas safety. This includes, but is not limited to:

- The **Gas Safety (Installation and Use) Regulations 1998 (as amended)**, which require annual safety checks on gas appliances, flues and installation pipework; safe installation and maintenance; and provision of a current LGSR to tenants.
- The **Health and Safety at Work etc. Act 1974**, which requires employers and landlords to ensure the health, safety and welfare of employees, residents and the public.
- The **Management of Health and Safety at Work Regulations 1999**, which require the systematic assessment and management of risks.
- The **Housing Act 1985, Housing Act 2004** and **Building Regulations**, which provide a regulatory framework for safe homes and safe construction.
- Relevant statutory requirements regarding social housing safety standards, ensuring that all homes meet mandatory health and safety obligations.
- The Health and Safety Executive's **Approved Code of Practice (ACOP) L56**, which provides authoritative guidance on compliance with gas safety legislation.

5. Operational Commitments

5.1 NWLDC will ensure that all gas appliances, flues and installation pipework for which it is responsible are serviced and inspected at intervals not exceeding 12 months. Each inspection will result in the issue of an LGSR, which will be retained by the Council and provided to the tenant at the start of their tenancy and following annual checks.

5.2 All gas-related repairs or maintenance will be completed by Gas Safe registered engineers. Faulty appliances will be made safe immediately, which may include disconnection or capping where risk is identified. Safety inspections will also occur at key tenancy stages such as mutual exchanges, void periods and prior to reoccupation, ensuring that installations are safe before a new tenant moves in.

5.3 Emergency procedures will be followed in the event of a gas escape or unsafe situation, prioritising swift isolation of the supply and immediate steps to ensure resident safety, following recognised emergency protocols.

5.4 All new appliances, refurbished systems or installations delivered through capital works or new build projects will comply with current regulations and manufacturer guidance.

6. Roles and Responsibilities

6.1 NWLDC, as landlord, retains overall responsibility for ensuring gas safety across its housing stock. This includes maintaining accurate asset registers, ensuring timely servicing and inspections, managing contractors, and keeping detailed compliance records.

6.2 Gas engineers commissioned by the Council must be Gas Safe registered and demonstrate full competence to perform gas work. They must follow all regulatory requirements, deliver high-quality workmanship, comply with Council procedures, and maintain appropriate certification.

6.3 Tenants are required to provide access to Council contractors to enable servicing, repairs and inspections to take place. They must not interfere with or install gas appliances without Council approval and must report any concerns regarding gas appliances or supply immediately.

6.4 The Council's Asset Management and Compliance Teams will monitor compliance performance, manage data quality, oversee escalations where access is not provided, and monitor contractor performance through audits and service reviews. KPI monitoring is central to ensuring ongoing compliance and service improvement.

7. Access, Appointments and Management of No-Access Cases

7.2 NWLDC will ensure tenants receive clear communication regarding upcoming gas safety inspections, including appointment letters and reminders. Where access cannot be gained, the Council will escalate matters through follow-up visits, welfare checks and written notices, ensuring tenants understand the importance of granting access for their safety.

7.3 Where persistent non-access continues and a safety risk exists, the Council may use legal powers to gain entry or cap the gas supply to protect the household and neighbouring residents. Structured access and escalation arrangements are essential to ensuring full statutory compliance.

8. Data, Record Keeping and Documentation

8.1 Accurate and secure record keeping is essential. The Council will retain LGSRs and all associated documentation for at least two years, maintaining full audit trails of inspections, servicing, repairs, disconnections and appointment attempts, in accordance with statutory requirements and best-practice documentation frameworks.

9. Emergency Procedures

9.1 In the event of a reported or suspected gas escape or unsafe situation, NWLDC will ensure immediate response from qualified engineers. Emergency protocols include isolating the gas supply, conducting urgent safety checks and providing residents with the necessary guidance. The Council will ensure residents know how to report emergencies and will make information clearly accessible.

10. Quality Assurance and Continuous Improvement

10.1 NWLDC will regularly audit its gas safety service to ensure compliance, high standards of work and accurate record keeping. Where incidents or near-misses occur, investigations

will be undertaken and findings used to strengthen policy, improve processes and enhance staff or contractor training. Strong assurance procedures underpin the Council's commitment to safe and compliant housing.

11. Resident Engagement and Communication

11.1 The Council will ensure residents are fully informed about gas safety, their responsibilities and how to report concerns. Clear, accessible communication helps promote safety and encourages resident cooperation. Engagement activities may include safety campaigns, information leaflets, website updates and targeted support for residents who may require additional assistance.

12. Equality, Diversity and Inclusion

12.1 This policy will be implemented in accordance with NWLDC's Equality, Diversity and Inclusion Policy. The Council recognises that many residents reliant on lifts are older or disabled; reasonable adjustments will be made and individual needs considered in service planning and communications.

12.2 An Equality Impact Assessment will be maintained for this policy.

13. Review and Document Control

13.1 Performance monitoring will focus on key compliance indicators including the percentage of properties with a valid LGSR, first-time access rates, contractor performance and emergency repair response times. Results will be reported through internal governance processes and used to shape service improvements.

13.2 This policy will be reviewed every two years, or earlier if required due to legislative changes, significant incidents or changes in operational delivery.