
Gas Safety Policy



February 2026 | This policy relates to Elmbridge Borough Council Residential Properties



Elmbridge
Borough Council

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1. Introduction

We care about our tenants and want to ensure that everyone lives in a safe and healthy environment.

We are committed to keeping tenants safe in their homes. Gas appliances and installations, if not properly maintained, can cause serious harm through fire, explosion, leaks, or carbon monoxide poisoning.

This policy explains how we manage gas safety across all our homes. It sets out what tenants can expect from us, what the law requires, and how we ensure compliance through planned checks, responsive repairs, and ongoing monitoring.

Most of the services you receive are delivered by a Managing Agent. This is currently Pinnacle, www.pinnaclegroup.co.uk. We provide planned maintenance and improvements to your home and are your landlord.

Where a service is not provided directly by us, we remain responsible for ensuring it meets all Regulatory and legal standards and provides the good level of service that our tenants want to receive.

2. Scope

This policy applies to all homes with gas installations, appliances, pipework, flues, or communal systems. It applies equally to both occupied and vacant properties and where there is a change of tenancy through mutual exchange. It also explains our responsibilities for gas appliances we own, and the more limited responsibilities we have for tenant-owned appliances.

3. Aims of this Policy

Our aim is simple: to keep everyone safe. We will do this by complying fully with the law, by carrying out checks and servicing on time every time, and by giving tenants clear information and reassurance. We will maintain high standards of record

keeping, monitoring and assurance, and we will use lessons learned to continuously improve.

4. Legal and Regulatory Framework

- Landlord and Tenant Act 1985
- Housing Act 2004
- Social Housing (Regulation) Act 2023.
- Health and Safety at Work Act 1974
- Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022.
- Gas Industry Unsafe Situations Procedure (GIUSP).
- Regulator of Social Housing Safety and Quality Standard.

5. Understanding Gas Safety

Every property we manage will be subject to an annual safety check by a Gas Safe registered engineer.

During each visit, engineers will check pipework, flues, ventilation, and test smoke, heat and carbon monoxide alarms.

Tenants will be sent a copy of the Landlord Gas Safety Record within 28 days of the inspection, or before moving in, by our Managing Agent and we keep these records centrally for at least two years.

Whenever a tenancy changes, a capped supply is reinstated, or a new appliance is installed, a full safety check is carried out.

Where tenants own their own appliances, we carry out a visual check. If the appliance or flue appears unsafe, we issue a warning notice and, if necessary, disconnect the appliance. Ongoing maintenance of tenant-owned appliances remains the tenant's responsibility.

6. Roles and Responsibilities

As landlord, we are the legal duty holder, ensuring that all checks and repairs are carried out by Gas Safe registered engineers and that all records are properly maintained. Contractors must demonstrate competence, treat tenants with respect, and follow the correct procedures if they encounter an unsafe situation.

Our staff support tenants with access arrangements, monitor compliance, and escalate risks where necessary.

Tenants are expected to allow access for checks and repairs, and to avoid unauthorised gas work. We will always provide support if there are barriers to access, such as language, disability or vulnerability.

7. Gas Safety Checks and Certificates

Every gas installation is inspected at least once a year.

Certificates are stored securely and linked to each property's asset record. If remedial works are identified, we will either complete them immediately or schedule them promptly, depending on the urgency.

8. Access to Homes

Gaining access to homes is critical for gas safety compliance. We begin contacting tenants at least ten weeks before the due date of their annual gas safety check. Appointments are arranged at convenient times, and if access is difficult, we will try repeatedly using different methods of contact. We record all attempts, including letters, phone calls, visits and, if necessary, legal action. We will always take account of tenant vulnerabilities when arranging access.

9. Repairs, Maintenance and Planned Works

Our repair service, provided by our Managing Agent, operates 24/7 for emergencies, with safe temporary electric heating provided where needed. We do not permit

portable LPG heaters, and we prioritise vulnerable tenants in all cases.

Planned works, such as boiler replacements and system upgrades, are carried out to strict standards. Each installation is commissioned, certified and checked for compliance with Building Regulations and industry standards. Our asset data is updated as soon as the work is completed, keeping records accurate and up to date. Where unsafe situations are identified, engineers will follow the GIUSP and apply appropriate controls.

10. Carbon Monoxide Safety and Emergencies

Carbon monoxide alarms are installed in every room with a fixed combustion appliance (excluding cookers). These are tested during annual safety checks by our Managing Agent. If a tenant suspects a gas leak or carbon monoxide issue, they must call the National Gas Emergency Service immediately on 0800 111 999. We also respond with our contractors to make sure the situation is made safe.

11. Communication and Support

We provide tenants with copies of their safety certificates, reminders about upcoming checks, and clear advice on safety. All information is available in different languages or formats if needed. We recognise that gas safety can be worrying for some tenants, and our staff are trained to communicate with empathy and clarity.

12. Monitoring, Assurance and Reporting

We monitor performance closely. Every LGSR is validated and reconciled against our master property database.

Gas safety performance is monitored using clear indicators. These include: 100% of properties with a CP12 Certificate or properties within the in legal process where access is denied.

Performance is monitored by the Housing Contracts and Compliance Manager and the Head of Housing. Performance is reported to Members annually.

Audits are undertaken to provide assurance, and non-compliance is escalated

immediately with corrective action tracked until resolved.

13. Training and Competence

All staff and contractors involved in gas safety receive training appropriate to their role. Only Gas Safe registered engineers with current, valid qualifications carry out gas work. We also test and refresh competence regularly through audits and independent reviews.

14. Policy Review

This policy will be reviewed every two years or sooner if laws, regulations, or best practice change. Tenants will be consulted where appropriate, and their feedback will help us to improve.