

Commercial & Domestic Gas Safety Policy



Directorate: Property Services

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Version: 1

Document Information

Scope:

Salix Homes' key priority is the safety of our customers and the provision of good quality, safe and affordable homes. This Policy outlines our commitment that all properties with a commercial or domestic gas installation and/or appliances will have a current and up to date Landlords Gas Safety Register in line with the Commercial & Domestic Gas Servicing Procedure.

The Policy and its associated procedure identify how we will carry out responsive repairs to all gas appliances in line with all legislation and targets set within the Commercial & Domestic Gas Repairs Procedure.

Service Standards / Performance Measures / Corporate Strategy:

Salix Homes has identified Key Performance Measures which are used as KPI's to monitor our compliance. The policy clearly outlines the targets against which we monitor our performance against.

Performance is monitored monthly with contractors, monthly by SMT and quarterly by the Board. Any areas of non-compliance are alerted to management on a weekly basis via a Red Amber Green (RAG) report.

Risks:

The following risks are associated with this Policy:

- SR04 – Failure to comply with H&S obligations as a landlord, employer and developer
- SR36 – Failure to manage assets to comply with agreed standards and produced planned financial and social return
- SR24 – Damage to Reputation
- The risk involved with this policy will be managed by the procedure laid out in Salix Homes, Commercial & Domestic Gas Servicing and Domestic Gas Repairs Procedure documents
- The risk factors in failing to deliver an effective gas safety service regime are high.
- Contravention of the regulations is an offence and can or will result in fines or

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imprisonment.

- A charge of Corporate Manslaughter could be levied against members of Salix Homes’ staff with any service failure that leads to loss of life.

The overarching risk to Salix Homes if this service is not delivered in line with this policy and/or legal expectations, there could be injury to persons and property, and could result in legal action being taken against Salix Homes Ltd by the Health and Safety Executive, resulting in reputational damage.

The operational risks associated with the successful delivery of this policy and the associated procedure are:

1. Failure of Salix One Call or Salix First Response team to communicate the degree of urgency to allow the incumbent contractor to respond within the approved response times and service level agreement.
2. Failure of Salix Homes to carry out their duties as laid down by the Gas Safety (Installation and Use) (GS(I&U)) Regulations 1998
3. A robust audit trail to ensure asset information is correct via a reconciliation no later than every three months with Keystone (Salix Homes Asset management system) and Accuserv (Salix Homes Works Management System).
4. If Accuserv was to fail, then repair orders could continue to be raised via CRM to provide an audit trail, and a manual process would be implemented between Salix Homes and the incumbent contractor to ensure service delivery is maintained until that system was either repaired or replaced.
5. Failure to attend within specified response times.
6. Failure to ensure staff are suitably trained.
All training records and qualifications are logged on to the Salix Homes Compliance records to ensure they comply with current legislation and are up to date and are monitored on a monthly basis.
7. Management of staffing levels, this is controlled by the contractor having diverse contract areas that they can utilise other staff from.
8. Failure of the contractor commissioned to undertake gas related work on behalf of Salix Homes to comply with the Gas Safety (Installation and Use) (GS(I&U)) Regulations 1998 when undertaking its duties

The post responsible for the incumbent contractor’s risk management and performance is the Heating Compliance Manager

Related Policy/Procedure & Documents:

Commercial & Domestic Gas Servicing Procedure
Domestic Gas Repairs Procedure & Associated Appendices

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Owner:	Building Safety Manager	Approval status:	FINAL
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Related Legislation / Relevant Regulation:

The relevant related legislation around this policy is as follows:

1. The Landlord and Tenant Act 1985
2. The Health and Safety at Work Act 1974
3. The Gas Safety (Installation and Use) Regulations 1998
4. Management of Health and Safety at Work Regulations 1999.
5. The Housing Act 2004

Retention & Legal Basis for Storage:

The legal basis for storage for all Salix Homes activities are stored within the Information Asset Register.

The retention period for all Salix Homes activities are stored within the Data Retention Schedule

Stakeholders:

This policy does not affect stakeholders, therefore, stakeholder consultation is not required at this time.

Equality, Diversity and Inclusion:

Salix Homes is committed to promoting and embedding a culture of equality, diversity and inclusion (EDI) within our workplaces and the communities we serve.

- Equality is about ensuring that every individual has an opportunity to make the most of their lives and talents;
- Diversity is recognising difference and responding positively to those differences;
- Inclusion is about creating an environment where our services and employment opportunities are accessible to all.

We are committed to meeting our obligations and duties under the Equality Act 2010 and to promoting equal opportunities both in the provision of services and in our employment practices. We will consider all the protected characteristics of the Act which are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Race
- Religion or belief
- Sex
- Sexual orientation
- Pregnancy and maternity

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We also recognise that Socioeconomic background is an area where inequalities exist and commit to addressing this disadvantage and inequality in our communities where able to do so.

We are also mindful of our duties under the Public Sector Equality Duty, which is to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Where reasonable to do so, Salix Homes will make any reasonable adjustment to ensure compliance with the Act.

Data Protection Impact Assessment (DPIA)

Customer names, addresses and contact phone numbers to be provided to incumbent contractor to enable service delivery. A Data Sharing Agreement is in place with incumbent contractor.

Equality Impact Assessment (EIA)

This policy does not have any negative impact to customers or employees. EIA completed by Heating Compliance Manager.

Introduction

1. This policy is to ensure that Salix Homes is taking all reasonable steps to comply with The Gas Safety (Installation and Use) Regulations 1998: Regulation 36 'Landlord's Duties and carry out servicing and repairs to all gas appliances within the time frames laid out.

Salix Homes Commitments

2. Salix Homes aims to meet the requirements of law and:
 - Ensure that Salix Homes' customers live in safe and secure homes and that the organisation is ensuring their safety, health and wellbeing;
 - Ensure that gas inspections, services and repairs are completed in accordance with current law and best practice;
 - Ensure that the gas inspection, service and repairs are cost-effective and carried out to the highest standard;
 - Ensure that all works are carried out in a timely manner, and to a high quality standard;
 - Mitigate financial, personal and corporate risk from Salix Homes day to day service delivery;
 - Satisfy the Health & Safety Executive (HSE), within any legal environment, that all reasonable steps have been taken by Salix Homes to comply with The Gas Safety (Installation and Use) Regulations 1998: Regulation 36 'Landlord's Duties';
 - Establish staff responsibility and ownership of the policy and procedure; and
 - Obtain customers' views via a contractor led Customer Liaison Officer on the service delivery of Domestic Gas Servicing and take action to remedy any problems or use the results to develop policies and procedures.

3. Performance Indicators

- 3.1 It is essential that Salix Homes monitors its performance in relation to keeping customers safe in their homes. Performance is monitored on a monthly basis with the contractors, SMT and quarterly at Board.

3.2 The performance measures are as follows:

Commercial Gas

Issue	Response
LGSR Compliance	100%

Domestic Gas

Issue	Response
Any health, safety or welfare issues 2	Visit to make safe within 2 hours
All initial callouts for Gas Leaks or Fumes (There is a legal requirement that these calls are also reported to Cadent.)	2 hours
Loss of heat or domestic hot water supply	8 hours
Loss of domestic hot water	8 hours
Partial loss of heat or domestic hot water	24 hours
General Repairs	Maximum 24 hours from receipt of call
Water Leak (uncontainable)	Visit to make safe within 2 hours
Water Leak (containable)	Visit to make safe within 8 hours
Materials Required / Follow on works	Completion within 5 working days
LGSR Compliance	100%

4. Responsibilities

4.1 The personnel within the Salix Homes senior management structure and their associated responsibilities are given below:

The Duty holder: The Chief Executive

Responsible for the implementation of this policy.

The Responsible Person: Building Safety Manager

Responsible for the day to day controlling of the associated procedure to this policy, and responsible for the implementation of this procedure and the authorised deputy.

Responsible Person Deputy: Heating Compliance Manager

Responsible for the day to day controlling of the associated procedure to this policy in the event the responsible person is unavailable.

These persons will be suitably trained and aware of their duties under current legislation and this policy document.