



Gas Safety Policy (Housing)

Including Solid Fuel

Author: Kenneth Cook

Date: July 2025



Policy Name	Gas Safety Policy (Housing)
Author	Kenneth Cook (Statutory Compliance Inspection Manager - Gas)
Policy Owner	Building Safety Team, Place Directorate (Housing, Property & Corporate Assets)
Version	1.0
Last Review	June 2025
Next Review	June 2027
Readers Panel Approved	Approved
Equality Impact Assessment	
Approved by	Jonathan Lowe (Assistant Director) Full Council
Distribution	Published on Intranet; available for all employees

Content

- 1. Introduction_____ 4
- 2. Definitions_____ 4
- 3. Arrangements_____ 5
- 4. Responsibilities_____ 9
- 5. Legislation_____ 10
- 6. Audit_____ 12
- 7. Contractors_____ 13
- 8. Smoke and Carbon Monoxide Alarms_____ 14
- 9. Non-Compliance_____ 15
- 10. Resident Engagement_____ 15
- 11. Performance_____ 16
- 12. Definitions_____ 17
- 13. Appendices_____ 19

1. Introduction

This Policy outlines the arrangements that Wigan Council will implement to maintain, mitigate, and manage the risks associated with gas safety, to protect residents, employees, contractors and others who may work on, occupy, visit, or use its premises, or who may be affected by its activities.

Gas installations pose significant risks to the lives of people who live in the homes we provide or who visit them. Wigan Council will maintain and check all Wigan Council domestic properties heating and hot water appliances, gas installation pipework, flues, and chimneys on which these gas appliances are installed, so that any risks to the tenant/s, employees, contractors, or others are minimised. Wigan Council will visually inspect tenant owned appliances to ensure they are safe. This is in accordance with the Gas Safety (Installation and Use) Regulations 1998, as amended.

The aim of this policy is to outline how Wigan Council will prevent gas safety incidents in the homes we provide and our other properties under the ownership of the Housing Revenue Account and, when an incident occurs, limit its impact on people, properties, our operations, and the environment. Public Buildings are covered by their own separate policy.

This Policy outlines the arrangements that Place Directorate will implement to maintain, mitigate, and manage the risks associated with gas safety to protect employees, tenants, contractors, and others who may work on, occupy, visit, or use its premises, or who may be affected by its activities.

This policy applies to:

Council owned buildings designated as social housing stock (occupied housing stock and shared internal and external communal space).

Schemes and sheltered schemes.

This Policy will be reviewed every two years by the Director of Place or their nominee, approved by the Senior Leadership Team (SLT). All revisions will be communicated to all relevant staff by the Director or their nominee. In addition the policy will be reviewed at times of legislative change or an incident related review irrespective of timing in relation to the formal review cycle.

2. Scope

This policy is relevant to all employees, residents, contractors, stakeholders and other persons who may work on, occupy, visit or use premises owned or managed by Wigan Council, or who may be affected by Wigan Councils activities or services.

The policy should be used by all to ensure they understand the obligations placed upon Wigan Council to maintain a safe environment for residents

and employees within the home of each resident and within all communal areas of buildings and other properties they own or manage. Adherence to this policy is mandatory.

The failure to adequately maintain, test for gas safety or repair gas pipework, gas appliances and associated flues, could result in death or injury, destruction or damage to property and the exposure of Wigan Council to prosecution and fines and its employees to prosecution.

3. Arrangements

Wigan Council Management is aware of the risk of serious injury from gas and the dangerous fumes released in its use. It accepts its responsibilities to ensure the highest standards are maintained with regard to:

- Managing installations and services.
- Servicing, repair, and replacement of appliances.
- Maintenance and renewal of any gas pipes or pipe networks.

Day to day management of the services is led by the Statutory Compliance & Building Safety Manager - Gas, who will ensure that we:

- Identify and manage the risks associated with gas safety in all residential properties.
- Appoint the competent persons to assist in providing a gas service.
- Ensure that the council owned gas fittings, appliances, associated pipework, and flues are maintained in a safe condition.
- Ensure that each council owned appliance is checked for safety and serviced within 12 months of being installed and at intervals of no more than 12 months since the last safety inspection.
- Ensure that all safety checks, inspections, maintenance operations and repairs are carried out by a competent, trained, and properly accredited persons holding a current membership of the Gas Safety Register.
- Ensure that written records are kept giving details of all the appliances checked, including details of which appliances were checked, what checks were completed, the date of inspection, details of any defects, remedial actions required/taken, and the date of the next Safety inspection.
- Keep a written copy of the certificate and or check for a period of no less than 5 years in line with Wigan Council retention policy.

- Provide a copy of the written inspection record to the tenant within 28 days of the inspection.
- The Statutory Compliance Inspection Manager – Gas, will invite contractors to monthly Operational Compliance Meetings to discuss all operational performance and review the statistics surrounding the contract. All meetings will be recorded on published minutes and where any performance concerns cannot be resolved these will be escalated.
- The Statutory Compliance Inspection Manager – Gas will escalate any gas related issues to the Building Services & Statutory Compliance Manager.

Competent Persons

Wigan Council will ensure that only suitably approved competent Gas Safe Registered contractors are procured and appointed to undertake works to gas fittings, appliances, and flues. The gas compliance team with responsibility for delivery will check the relevant qualifications of employees working for these contractors to ensure that all persons are appropriately qualified and accredited for the work that they are carrying out. These checks will be undertaken on a monthly basis, at the compliance contract meeting.

Wigan Council will ensure that only suitably competent HETAS accredited contractors are procured and appointed to undertake solid fuel fittings, appliances, and flues. HETAS is a not-for-profit organisation offering competent person scheme for installers of biomass and solid fuel heating, registration for retailers and chimney sweeps, and the approval of appliances and fuels. The Gas Compliance team will check the relevant qualifications of the engineers working for the contractor to ensure that all persons are appropriately qualified and accredited for the work that they are carrying out. These checks will be undertaken on a monthly basis, at the compliance contract meeting.

Wigan Council will ensure that only suitable competent G3 Unvented hot water accredited contractors are procured and appointed to undertake Unvented hot water fittings, and appliances. G3 Unvented certification is a qualification in the UK that allows plumbers, heating engineers, and installers to legally install, service, and maintain unvented hot water

systems. The Gas Compliance team will check the relevant qualifications of the engineers working for the contractor to ensure that all persons are appropriately qualified and accredited for the work that they are carrying out. These checks will be undertaken on a monthly basis, at the compliance contract meeting.

Annual Service Inspections

The Contractor is to instruct its engineers to carry out a gas appliance service inspection and a Landlords Safety Check to ensure that the gas appliance/s and fittings are in a safe condition.

This duty does not extend to tenants' own appliances, a visual risk assessment (VRA) is undertaken to determine safety of the appliance.

The annual Gas Safety inspection is a responsibility that Wigan Council must carry out to fulfil its legal duties as a landlord under Regulation 36 of the Gas Safety (Installation and Use) Regulations 1998, as amended.

Wigan Council must take all reasonable steps to carry out the annual Gas Safety Inspection. In order to ensure that such steps are taken consistently with all tenants, Wigan Council will follow a robust procedure to encourage tenants to arrange an appointment for their annual Gas Safety Inspection.

Under the Tenancy Agreement signed by all Wigan Council tenants, tenants must allow reasonable access for servicing and maintenance to take place.

If Wigan Council cannot gain access to the property to carry out the annual servicing work within a reasonable time frame, enforcement action may be taken. This may result in the council seeking an injunction to gain entry.

Gas Process map detailed in Appendix 1

Guidelines for contractors

When arranging the annual Gas Safety Inspection with the tenants, the contractor/s will ensure that they:

- Offer appointment time slots during the weekday, morning 0800-1200, School run 0930-1500, Afternoon 1230-1700, Evening 1700-1900. On Saturdays 0800-1230 the afternoon will not be offered and reserved for repairs.
- Keep appointments and arrive on time.
- Give the resident enough time to answer the front door.
- Introduce themselves and provide proof of identity or use any special passwords that may have been set up by the resident.
- Be polite and respect the resident and their property.
- Listen carefully and be helpful.
- Leave a calling card if there is a no access, providing contact details.

Management Arrangements

Wigan Council maintains a property data register, known as HMIS and C365, this includes all known properties with boilers, gas fires, gas carcasses, Solid fuel, and Air Source Heat Pumps (ASHP).

Tenants own cookers are the responsibility of the tenant.

There are regular reviews of the property data register to ensure that all the tenanted properties in the Wigan borough, which have an individual gas heating, gas carcass, Solid Fuel, or Air Source Heat Pumps, are listed.

Wigan Council will not permit tenants to install their own solid fuel appliances or any Open-flued appliances, i.e., gas fire, wood stoves, within the property.

Wigan Council ensures that there are clear contractual obligations for all gas contractors, with specific requirements relating to the Gas Safety (Installation and Use) Regulations 1998, as amended.

4. Roles & Responsibilities

Wigan Council has overall governance responsibility for ensuring this policy is fully implemented to ensure full compliance with legislation and regulatory standards. As such, Wigan Council will formally approve this policy and review it every two years (or sooner if there is a change in legislation or regulation).

For assurance that this policy is operating effectively in practice, Wigan Council will receive regular updates on its implementation, gas safety performance and non-compliance. Wigan Council's definition of a significant non-compliance is any incident which could possibly result in a potential breach of legislation or regulatory standard, or which causes a risk to health and safety. All non-compliance issues will be reported and escalated as soon as possible and no later the 24 hours after the incident was identified or of a Council employee or agent becoming aware of it.

Any non-compliance issue identified at an operational level will be formally reported to the Statutory Compliance & Building Safety Team Manager (Gas) in the first instance, who will agree an appropriate course of corrective action with the appropriate members of staff. Further non-compliance would lead to the issue being escalated to the Assistant Director and Senior Leadership Team.

In cases of serious non-compliance, The Senior Leadership Team will consider whether it is necessary to disclose the issue to the Regulator of Social Housing as required by their regulatory framework or any other relevant organisation such as the Health and Safety Executive.

The Senior Leadership Team within the Place Directorate will receive monthly performance reports in respect of gas safety and ensure compliance is being achieved. They will also be notified of any non-compliance issue identified.

The Assistant Director, Property and Assets has strategic responsibility for the management of gas safety and ensuring compliance is achieved and maintained. They will oversee the implementation of this policy.

The Statutory Compliance and Cyclical Maintenance Manager has operational responsibility for the management of Gas safety and will be responsible for overseeing the delivery of these programmes.

The Statutory Compliance & Building Safety Manager (Gas) has contract management responsibility and will be responsible for overseeing the delivery of the electrical safety programmes.

The Statutory Compliance Inspection Officer – Gas will support ensuring compliance with statutory requirements governing the housing and corporate stock with the specific duty of gas management.

Housing Teams will provide support where gaining access to properties is difficult. Under the requirements of the Social Housing (Regulation) Act 2023 we have appointed a Senior Health and Safety Consultant as our Health and Safety Lead.

Statutory Compliance Inspection Manager – Gas

5. Legislation.

The Gas Safety (Installation and Use) Regulations 2018 GSIUR, as amended, imposes a duty on landlords to maintain the safety of all gas appliances, flues, and pipework they are responsible for, Regulation 36. Landlords have a legal obligation to ensure that all gas appliances and flues provided in their properties are inspected/checked within 12 months of the previous Gas Safety Inspection. The main duties as a landlord are set out in Regulation 36 requiring landlords to

- Ensure gas fittings and flues are maintained in a safe condition. Gas appliances should be serviced in accordance with the manufacturer's instructions annually.
- Ensure the annual safety check is carried out on each gas appliance and flue within 12 months of the previous safety check.

- Have all maintenance, safety checks and installations carried out by a Gas Safe Registered engineer.
- Keep a copy of each safety check for at least 5 years.
- Issue a copy of the latest safety check record to existing tenants within 28 days of the check being completed, or to any new tenant before they move in.

Wigan Council must ensure that all remedial action required is carried out using a gas engineer who is registered with Gas Safe, or a class of persons approved by HSE.

This procedure should be read in conjunction with, this list is not exhaustive.

- Health and Safety at Work Act 1974
- Defective Premises Act 1972
- Homes (Fitness for Human Habitation) Act 2018
- The Occupiers' Liability Act 1984
- Workplace (Health, Safety and Welfare) Regulations 1992
- Pipelines Safety Regulations 1996
- Health and Safety (Safety Signs and Signals) Regulations 1996
- Provision and Use of Work Equipment Regulations 1998
- Management of Houses in Multiple Occupation (England) Regulations 2006
- Pressure Equipment (Safety) Regulations 2016
- Pressure Systems Safety Regulations 2000
- Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) 2002
- Social Housing (Regulation) Act 2023
- Management of Health and Safety at Work Regulations 1996
- Gas Safety (Management) Regulations 1996 (as amended)
- Gas Safety (Installation and Use) Regulations 1998, as amended.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
- Landlord and Tenant Act 1985
- Building Regulations
- Construction, Design and Management Regulations (CDM 2015), as amended
- Housing Act 1985
- Housing Act 2004
- Data Protection Act 2018

- Control of Asbestos Regulations 2012 (CAR 2012)
- Building Regulations, Approved Documents F, J, L, G, P
- The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022
- HETAS (Heating Equipment Testing & Approval Services Guidance)

Approved Codes of Practice:

ACoP L56 - 'Safety in the installation and use of gas systems and appliances' (5th edition 2018).

INDG285 - 'A guide to landlords' duties: Gas Safety (Installation and Use) Regulations 1998 as amended Approved Code of Practice and guidance (3rd Edition 2018).

We must ensure we comply with the Regulator of Social Housing's regulatory framework and consumer standards for social housing in England; the Safety and Quality Standard is the primary one applicable to this policy.

The Social Housing (Regulation) Act 2023 changes the way social housing is regulated and may result in future changes to this policy.

Failure to discharge our responsibilities and obligations properly could lead to sanctions, including prosecution by the Health and Safety Executive (the HSE) under the Health and Safety at Work Act 1974; prosecution under the Corporate Manslaughter and Corporate Homicide Act 2007; prosecution under the Gas Safety Regulations; and via a regulatory judgement from the Regulator of Social Housing.

6. Audit

An independent gas consultant will check the competency of the gas operatives that are carrying out the work. They will randomly inspect 5-10% of the Landlord Gas Safety Records (LGSR's). The independent gas consultant will be Gas Safe Registered and carry out a full technical post inspection.

-

The reports from their inspections will indicate whether the servicing of the appliance has been carried out to the required standard, as specified by the manufacturer's instructions. To do this, the independent gas consultant will effectively repeat the servicing of the appliance of the gas engineer. They will also report of the quality of the Landlords Gas Safety Record certificate (LGSR).

-

Any issues identified during the independent gas consultant inspection should be raised with the gas contractor at the monthly contract meeting, these meetings are to be recorded in published minutes, ensuring any failures identified are to be addressed. The contract with the independent gas consultant means that at any time they can be requested to investigate any incidents involving carbon monoxide within the domestic dwellings.

-

An internal desktop audit of the Landlord Gas Safety Record certificate (LGSRs) will be carried out by the Statutory Compliance Inspection Officer – Gas. They will randomly inspect 2-5% of the Landlord Gas Safety Record certificate (LGSR's). The reports from the desktop audit will indicate whether the servicing of the appliance has been carried out to the required standard, as specified by the manufacturer's instructions.

Any issues identified during the desktop audit should be raised with the gas contractor at the monthly contract meeting, these meetings are to be recorded in published minutes, ensuring any failures identified are to be addressed.

7. Ensuring contractors are Gas Safe Registered

This relates to the duties placed on Wigan Council by the GSIUR 1998 as amended. Wigan Council must ensure that its employees, or the contractors that it uses, are all Gas Safe registered and have competencies in the categories of work that they undertake prior to any gas work being carried out.

The Gas Safe Registered business must have procedures in place for engineer recruitment, induction, and probationary periods, along with carrying out HSE checks for any outstanding enforcement notices (improvement or prohibition).

After completion of this evaluation, a register of competencies of all Wigan Council employees and contractors that are employed to carry out gas work on behalf of Wigan Council will be kept on electronic file (Gas Safe

Register database). Copies of current Gas Safe Register registration details, qualifications, ACS competencies and the calibration of equipment and insurance certificates, will be kept and made available for inspection.

Any changes to the engineer's registration must be reported to Gas Safe Register within 5 business days, and all engineers must show Gas Safe Licence cards prior to carrying out gas work.

Approximately 1.1 million gas repair, service and installation jobs are completed every year by illegal fitters who are not properly qualified, this puts householders and local housing providers at a high risk of carbon monoxide poisoning, gas leaks, fires, and explosions.

The consequences of relying on an unregistered engineer can be deadly. Unsafe gas appliances can produce a highly poisonous gas called carbon monoxide (CO).

8. Smoke and Carbon Monoxide Alarms

To make sure that the tenant/s are safe in the property, all properties will have been fitted with smoke, heat and carbon monoxide alarms this is in accordance with the Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022: guidance for landlords and tenants', legislation

The [Smoke and Carbon Monoxide Alarm \(Amendment\) Regulations 2022](#) came into force on 1 October 2022, and that the Council must:

- Ensure at least one smoke alarm is equipped on each storey of their homes where there is a room used as living accommodation.
- Ensure a carbon monoxide alarm is equipped in any room used as living accommodation which contains a fixed combustion appliance (excluding gas cookers).
- Ensure smoke alarms and carbon monoxide alarms are repaired or replaced once informed and found that they are faulty
-

The Council approved service and maintenance contractors will test and inspect the Carbon Monoxide, Smoke and Heat detectors in the property every year as part of our annual central heating and hot water servicing programme.

The Tenant should contact the Council if:

- A Carbon Monoxide and or the smoke detectors appears to be faulty - so we can promptly arrange for it to be repaired or replaced.
- Your smoke detectors and carbon monoxide detectors have not been tested within the last 12 months the tenant should contact our gas Service and Maintenance contractor

Smoke detectors and carbon monoxide detectors have been installed in all council properties in the interests of safety of tenants.

9. Non-Compliance

Our definition of non-compliance is, any incident which has the potential to result in a potential breach of legislation or regulatory standard, or which causes a risk to health or safety. All non-compliance issues will be reported and escalated as soon as possible, and no later than 24 hours after the incident occurred or becoming aware of it.

Any non-compliance issue identified at an operational level will be formally reported to the Statutory Compliance and Cyclical Maintenance Manager in the first instance, who will agree an appropriate course of corrective action with the Statutory Compliance and Building Safety Team Manager - Gas and report details of the same to the Leadership Team.

In cases of serious non-compliance, Leadership Team and Cabinet will consider whether it is necessary to disclose the issue to the Regulator of Social Housing as required by the regulatory framework, or any other relevant organisation such as the Health and Safety Executive.

10. Resident Engagement

We consider good communication essential in the effective delivery of gas safety programmes and communication programme. We will support residents in their understanding of gas safety, advise them of how they can keep themselves and other residents safe, and encourage them to report any gas safety concerns.

We also aim to successfully engage with vulnerable and hard to reach residents. We will share information clearly and transparently and will

ensure that information is available to residents via regular publications and information on electronic boards in our High-Rise Blocks.

11. Performance

Monthly reports will be provided to the Head of Service covering KPI's which will be regularly reported to SLT, the Director and other relevant committees.

An internal review of the Gas Safety Policy and management arrangements will take place on a bi-annual basis.

An independent review of the Gas Safety management arrangements and compliance will take place at least every three years.

Any non-compliance identified by the assessment will be reported to the Assistant Director and they will agree an appropriate course of corrective action and report to the Director accordingly.

In the case of a serious non-compliance issue the Director will be advised and determine whether it should be declared to the Regulator of Social Housing.

Performance Skills:

The skills competency matrix identifies the qualifications and the competencies of each individual engineer working on gas on behalf of Wigan Council.

The matrix identifies the expiry date of the individual engineer and colour codes the box in a traffic light system, Red – Expired qualifications, Amber – Due to expire within 6-months, Green – Valid qualifications.

The skills competency matrix is to be updated regularly by the contract and sent to the Gas Compliance team. The matrix is viewed at the monthly compliance meeting.

It is the responsibility of Wigan Council project managers to ensure the skills competency matrix is completed by any third-party gas contractor prior to any gas work commencing. The project managers will need maintain an up-to-date matrix throughout their project.

Gas safety training will be delivered according to Wigan's health & safety training needs analysis. Wigan maintain a Skills/Training Matrix to ensure that all staff undertaking key roles within the scope of this Management Plan have appropriate training. A detailed Competency Framework will be in place to provide assurance that all Internal Staff are appropriately skilled and are subject to regular appraisal by their line manager.

Staff will have basic gas safety awareness training. Records of all gas safety related training undertaken by staff will be held by the Director of Place or their nominee and the Training & Development Department. This includes all internal staff and all contracting staff carrying out gas work for Wigan.

Only suitably competent qualified gas engineers certified to be able to work on the appropriate appliances/pipework, maintain their qualifications and Gas Safe Registration will undertake gas works and inspections.

12. Definitions

Flue – A flue is a duct, pipe, or chimney for conveying exhaust gases from a fireplace, furnace, water heater, boiler, or generator to the outdoors. It is designed to release noxious, potentially harmful gases into the atmosphere.

Gas Appliance – 'Gas Appliance' means any appliance designed for use by a consumer of gas for heating, lighting, cooking, or other purposes for which gas can be used.

Gas Safe Register – To carry out work on gas installations and appliances safely and legally, engineers in Great Britain and the Isle of Man must be on

the Gas Safe Register. Engineers who are Gas Safe registered now display a yellow 'Gas Safe Register' identity (ID) card. The sole focus of the register is on improving gas safety and it exists to protect people from dangerous gas work. Engineers must also be qualified on all gas appliances, pipework, and flues that they work on. They must hold a current ACS qualification for each one.

Health and Safety Executive – A non-departmental public body in the United Kingdom. The HSE is responsible for the encouragement, regulation and enforcement of workplace health, safety, and welfare. The HSE is also responsible for research into occupational risks in England, Wales, and Scotland.

LGSR – Landlords' Gas Safety Record

CDM – Construction, Design and Management Regulations 2015

HETAS – Heating Equipment Testing and Approval Scheme

RIDDOR – Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

13. Appendices

Appendix 1 – Gas Process Map

Do we need to add the 28 day no access process to the gas policy

-

This is a process map that is followed by the contractor is documented in the Gas Safety Management Plan.

Appendix 2 – Arrangements

Gas Carcass Testing

Wigan Council are required to carry out a gas safety inspection on the gas pipework within the councils' domestic dwellings, even where there are no landlord gas appliances within the dwelling. For Example, where there are no appliances providing heat or hot water, but where the tenant has a gas cooker.

The gas carcass should be tested annually. The programme should be a risk assessment philosophy.

The contractor will follow the process map timeline when seeking access to Wigan Council properties to carry out a gas carcass test.

Tenants own appliances.

The tenant is only permitted to provide their own gas appliance equipment in the form of a gas cooker.

Once the tenant has bought an appliance, the tenant is responsible for the annual gas safety check and maintenance.

Installation of the 'tenants' own appliance' the tenant is responsible for providing Wigan Gas Compliance team with a valid certificate.

Under Regulation 34 (1) & (2) of the GSIUR 1998 as amended tenants/ responsible person have/ has a duty not to use a gas appliance or permit a gas appliance to be used if at any time they have reason to suspect that it

cannot be used without constituting a danger to any person. In respect of tenants' own gas fires, Wigan Council accepts its responsibility for ensuring the effectiveness of any flue that the tenants' own appliances are connected to. Wigan Council will therefore undertake a gas service and safety check on these appliances.

Where tenants have their own gas cooker the safety check will be limited to a visual risk assessment (VRA) only as described in Technical Bulletin 012 published by Gas Safe.

It is the tenant's responsibility to ensure the safe functioning of their own gas cooker, and tenants are given Cooker Advice Notice reminding them of that responsibility and the need for ongoing servicing and maintenance of the cooking appliance.

It is the tenant's responsibility also for ensuring that their own appliances including cookers are installed correctly by a Gas Safe registered business or engineer and meet the GSIUR 1998 as amended and, where applicable, comply with the terms and conditions contained within the tenancy agreement.

Should any defects be discovered during the safety check these will be brought to the tenant/ responsible person's attention by recording them on the Landlord Gas Safety Record (LGSR). If the appliance is deemed unsafe then the Gas Industry

Unsafe Situations procedure will be invoked, which will include, where necessary, the appliance being disconnected, a warning notice being issued, and the appliance labelled accordingly confirming the nature of the defect and what action the responsible person needs to take.

If the previous tenant has left their appliance in the property, this appliance shall be removed during the void period. The voids inspector should raise the SOR code for the contractor to remove the appliance.

Capped Gas Process

When the gas contractor is unable to undertake the Annual Landlord Gas Safety Record inspection during the service appointment, it will be deemed appropriate to take the necessary measures to ensure that the tenant, property and surrounding properties are not left at risk.

This will be achieved by capping the incoming gas service at the meter position.

The decision to cap the meter should be clearly explained to the resident at the time of the visit by the gas engineer.

All properties with a gas appliance will be inspected annually even if in the preceding year the gas meter has been previously capped off. In addition, tenancy services will be advised of a potential vulnerability for which further advice and support can be offered. The gas contractor, at that time, will provide a list of all properties deemed to be 'Off Heat' on a weekly basis.

The supply will always be capped-off at the emergency control valve and purged when the tenant vacates a property

On the 3rd visit of the Annual Landlord Gas Safety Inspection if access is not provided the address will be sent to Wigan Council Gas Compliance inspectors to attend the property giving the tenant 48hrs notification that the gas supply will be capped where the meter is external.

If access is gained on the 3rd visit but no live gas or electric supply is available due to lack of credit in the meter or for any other reason, then the gas supply will need to be capped to make it safe.

Once credit is obtained on the gas meter the tenant will be required to contact Wigan Council Gas Compliance to request the gas be uncapped and the Annual Safety Inspection and service completed before the tenant is able to use the gas system in the property this would need to be completed within 24hrs

Where tenants are identified as being “vulnerable” a cause of concern is to be sent to Tenancy Services for further investigation.

There are 3 different processes to be followed depending on the circumstances found during the service visit, these are: -

1. Gas Capped – No Credit
2. Gas Capped – Parts Requires
3. Gas Capped – Gas Leak

•

Void Properties

The Voids Team will advise the Gas Compliance Team when they become aware that a property has become void and where the keys have been stored immediately.

The Gas Compliance will suspend the 3-star element of the service and maintenance contract whilst void works are undertaken by sending a variation order to the gas contractor.

When a self-contained property that does not share a gas meter becomes void it should be arranged by the voids team for the gas supply to be capped off at the meter as soon as reasonably practicable after the keys to the property have been returned to Wigan Council.

This is normally within a maximum of 24 hours of hand back or the next working day.

A second visit to test, service, demonstrate the operation of the system and issue and a new valid Landlord Gas Safety Record will be made at the point the incoming tenant is signed up.

The responsive repairs will be carried out in accordance with the timescales that are set out within the contract. Planned maintenance is

carried out on domestic installations and can also include a programme of boiler replacements and central heating improvements.

Planned maintenance programmes will be determined annually and will consider any recommendations from the approved gas contractor/s.

Cyclical maintenance will be carried out in accordance with the manufacturer's instructions for appliances. If these are not available, they will be serviced annually unless advised otherwise by a certified Gas Safe Register installer.

Where responsive repairs, planned maintenance or other issues identified at the annual safety check result in no heating or hot water being available, our contractor will provide temporary arrangements including, where appropriate, temporary water heaters.

The reason for attending the void property within 24 hours of becoming void is to cap the gas off and remove the risk from the property if the gas were to remain 'live'. Void properties are subject to targeted vandalism and theft, which if the gas were 'live' could pose a significant risk of a gas explosion. Where areas are identified at

being vulnerable to theft the boilers are removed from the property and stored in a secure location.

If the property is identified as having no gas supply, to the property, no further action will be taken.

If the property is identified as having an individual Gas Central Heating System:

- Voids Team Inspectors will raise a 'Cap Off' order on HMIS using the relevant SOR code.
- The Gas Compliance team will raise a variation order with the main gas contractor to 'Suspend' the property on the 3-star element of the contract.

- The gas contractor will attend the property and check the heating system for faults, make the system safe and advise of any works required. A certificate will be issued, and the works order completed to identify the date of the test.
- Where any additional works have been approved, they are to be completed during the void process by asking for a variation order.
- As soon as the work is completed on the void property and is ready to let, the Voids Team will inform the Gas Compliance Team and Lettings Team and will also raise an SOR order on HMIS/Northgate to carry out the 'turn on and test'.
- The Gas Compliance team will raise a variation order with the gas contractor to 'Admit' the property back on to the 3-star element of the service and maintenance contract.
- The gas contractor will attend the property to complete the 'turn on and test' and issue a certificate. The works order will be completed to reflect the date of the 'turn on and test'.

Where the property is identified as only having a gas carcass installed. The gas contractor will check the property records to see if there are any properties identified as having a gas carcass. The gas contractor will attend at the earliest opportunity, cap off **all** outlets (including the removal of the cooker bayonet fitting/s) and carry out a tightness/soundness test and issue a certificate.

Any open-flued gas fires left in a void property **MUST** be removed during the void process. The gas contractor will remove fitting/s and cap the pipework on their first visit to site.

Any gas cookers left in a void property **MUST** be removed during the void process. The gas contractor will remove any bayonet fitting/s and cap the pipework on their first visit to site.

The gas contractor must carry out any minor repairs needed at the time of the visit and advise the Void Inspector and Gas Compliance team of the outcome.

As a consequence of this policy Wigan Council Gas Compliance Team requires the above check/s on all voids where there is a gas supply to the property, regardless of

whether the property has remained empty for a short period of time, or a full service has recently been carried out.

The Lettings Team must also ensure that they do not re-let a void property with a gas appliance that discharges products of combustion (POC's) into an open flue, most commonly a gas fire or a back boiler unit (BBU) if:

- The void is allocated based on a person sleeping in the same room as the appliance, and
- The appliance does not have a flame safety device (FSD), only fitted to gas fires routinely since January 1996.

In bedsits, any appliance that **is not** a room sealed appliance must be less than 14kw (kilowatts) and must have a flame safety device (FSD) fitted. Special consideration should be given to the allocation of 1 room void properties whereby they could be let on the basis that someone would be sleeping in the lounge. To ensure that there is no risk of a property being let in contravention of the Gas Safety Regulations, the void gas safety inspection must include:

- Removal or replacement of any gas fire without a flame safety device (FSD) for a gas fire where there is no adequate gas central heating system installed.

Carbon Monoxide detectors and Smoke Alarms will be tested for all properties that have a gas appliance during the landlords' gas safety inspection and a record of this inspection will be provided on the certificate.

Ethical Lettings Agency

The Ethical Lettings Agency will carry out a Pre-lease inspection on all domestic properties.

- ELA inspector will raise a Pre-lease order on HMIS/Northgate using the relevant SOR code with reason set as 'ELA'.
- The gas contractor will attend the property and check the heating system for faults, make the system safe and advise of any works

required. A certificate will be issued, and the works order completed to identify the date of the test.

- Where any additional works have been identified, they are to be noted and the ELA inspector is to advise the investor/landlord.
- Where any additional works have been approved by the investor/landlord, they are to be completed during the void process.

If the property is identified as having no gas supply, to the property, no further action will be taken.

If the property is identified as having an individual Gas Central Heating System and is deemed safe to go on contract:

- The ELA Inspectors will advise the Gas Compliance team of the new property, by submitting an email with the relevant UPRN, address and contact details.
- The Gas Compliance team will raise a variation order with the gas contractor to 'Admit' the property on to the 3-star element and the LGSR/service element of the contract.
- The gas contractor will attend the property to complete the annual safety inspection and issue a certificate. If a repair is required, the gas contractor will attend as per the 3-star element of the contract.

Where the property is identified as only having a gas carcass installed. The gas contractor will check the property records to see if there are any properties identified as having a gas carcass. The gas contractor will attend at the earliest opportunity, cap off **all** outlets (including the removal of the cooker bayonet fitting/s) and carry out a tightness/soundness test and issue a certificate.

The gas contractor shall carry out any minor repairs needed at the time of the visit and advise the ELA Inspector for a SOR variation and advise the Gas Compliance team of the outcome.

As a consequence of this policy Wigan Council Gas Compliance Team requires the above check/s on all ELA properties where there is a gas supply to the property, regardless of whether the property has been vacant for a short period of time, or a full service has recently been carried out.

The ELA Team must also ensure that they do not let a property with a gas appliance that discharges products of combustion (POC's) into an open flue, most commonly a gas fire or a back boiler unit (BBU) if:

- The property is allocated based on a person sleeping in the same room as the appliance, and
- The appliance does not have a flame safety device (FSD), only fitted to gas fires routinely since January 1996.

In bedsits, any appliance that **is not** a room sealed appliance must be less than 14kw (kilowatts) and must have a flame safety device (FSD) fitted. Special consideration should be given to the allocation of 1 room void properties whereby they could be let on the basis that someone would be sleeping in the lounge. To ensure that there is no risk of a property being let in contravention of the Gas Safety Regulations, the void gas safety inspection must include:

- Removal or replacement of any gas fire without a flame safety device (FSD) for a gas fire where there is no adequate gas central heating system installed.

Carbon Monoxide detectors and Smoke Alarms will be tested for all properties that have a gas appliance during the landlords' gas safety inspection and a record of this inspection will be provided on the certificate.

Wigan and Leigh Building Servies (WLBS)

Wigan and Leigh Building Servies (WLBS) will ensure that only suitably approved competent Gas Safe Registered engineers are appointed to undertake works to gas fittings, appliances, and flues. The Responsible Person for gas will have the responsibility for delivery will check the relevant qualifications of employees working for these contractors to ensure that all persons are appropriately qualified and accredited for the work that they are carrying out. These checks will be undertaken on a monthly basis, at the regular toolbox meeting and a competency matrix is updated monthly for Gas Compliance

Wigan and Leigh Building Services (WLBS) is to ensure that there are clear obligations for all gas engineers, with specific requirements relating to the Gas Safety (Installation and Use) Regulations 1998, as amended.

Any alterations where work has been carried out on the gas installation and or associated pipework Wigan and Leigh Building Services (WLBS) shall ensure that the installations affected are tested and left in a safe condition. The content and extent of these checks must include but not be limited to the requirements of Gas Safety Regulation 26 (9). The recording for these checks must be submitted to Gas Compliance on a valid gas safe record document, CPI.

Mutual Exchanges

All properties are to be inspected, and a Landlords Gas Safety Record (LGSR) issued before letting. Incoming tenants will be presented with a copy of the new Landlords Gas Safety Record before they move in. Where mutual exchanges occur, the officer arranging the signing over of the property must ensure that a Landlords Gas Safety Check is completed, and the record issued. No appliances (for example cookers) left by a previous resident should be gifted to the incoming resident.

Any cookers or other gas appliances left by the previous resident will be removed by a Wigan Council approved contractor prior to re letting the property, this is used to minimise the risk to Wigan Council and the incoming tenant that the appliances left could be left in an unsafe manner.

Gas Safety checks for mutual exchanges will be carried out in accordance with Wigan Council procedures. Before an exchange can be completed, it must be established that there is a valid safety certificate for the property.

If there is not a valid certificate, a check must be completed before the exchange goes ahead. It is the outgoing tenant's responsibility to ensure that if there is not a valid certificate that they allow access to the gas contractor to carry out the required gas safety inspections.

As the mutual exchange process involves a change in occupancy it must be ensured that the exchange is not completed until the safety check has been completed. Where the resident does not allow access for the gas safety check, the standard

access procedure will be followed, and the Mutual Exchange will not be allowed to proceed until the check has been completed.

This procedure will confirm that the domestic gas appliances and all associated pipework are in a safe working order when the outgoing tenant leaves the property, and when the new tenant moves into the property it will provide assurance that the gas in the property is safe.

The Lettings team will carry out a Pre-lease inspection on all domestic properties that are Mutual Exchanges: -

- The lettings inspector will raise a Pre-lease order on HMIS/Northgate using the relevant SOR code with reason set a 'Mutual Exchange'.
- The gas contractor will attend the property and check the heating system for faults, make the system safe and advise of any works required. A certificate will be issued, and the works order completed to identify the date of the test.
- Where any additional works have been identified, they are to be noted and the Lettings inspector is to raise the relevant SOR code to complete the work.
- Where any additional works have been approved by the investor/landlord, they are to be completed during the void process.

If the property is identified as having no gas supply, to the property, no further action will be taken.

Where the property is identified as only having a gas carcass installed. The gas contractor will attend at the earliest opportunity, cap off **all** outlets (including the removal of the cooker bayonet fitting/s) and carry out a tightness/soundness test and issue a certificate.

The gas contractor must carry out any minor repairs needed at the time of the visit and advise the Lettings Inspector and Gas Compliance team of the outcome.

As a matter of this policy Wigan Council Gas Compliance Team requires the above check/s on all mutual exchange properties where there is a gas supply to the property, regardless of whether the property has been vacant for a short period of time, or a full service has recently been carried out.

The Lettings Team must also ensure that they do not let a property with a gas appliance that discharges products of combustion (POC's) into an open flue, most commonly a gas fire or a back boiler unit (BBU) if:

- The property is allocated based on a person sleeping in the same room as the appliance, and
- The appliance does not have a flame safety device (FSD), only fitted to gas fires routinely since January 1996.

In bedsits, any appliance that **is not** a room sealed appliance must be less than 14kw (kilowatts) and must have a flame safety device (FSD) fitted.

Special

consideration should be given to the allocation of 1 room void properties whereby they could be let on the basis that someone would be sleeping in the lounge. To ensure that there is no risk of a property being let in contravention of the Gas Safety Regulations, the Lettings inspection must include:

- Removal or replacement of any gas fire without a flame safety device (FSD) for a gas fire where there is no adequate gas central heating system installed.

Carbon Monoxide detectors and Smoke Alarms will be tested for all properties that have a gas appliance during the landlords' gas safety inspection and a record of this inspection will be provided on the certificate.

Adaptations

The Adaptations team is to instruct its own contractor to carry out any additional gas work.

The Adaptations project manager for the adaptation is to provide all contractor competency records to the gas compliance team prior to any work commencing.

If the property is identified as having an individual Gas Central Heating System:

- The Adaptation project manager will raise a 'Cap Off' order on HMIS.
- The gas contractor will attend the property and check the heating system for faults, make the system safe and advise of any works required. A certificate will be issued, and the works order completed to identify the date of the test.
- The Gas Compliance team will raise a variation order with the main gas contractor to 'Suspend' the property on the 3-star element of the service and maintenance contract.
- Where any additional works have been approved, they are to be completed during the adaptation process.
- As soon as the work is completed on the property and is ready to be re-occupied, the Adaptations Team will inform the Gas Compliance Team and will also raise the relevant SOR code on HMIS, to carry out the 'turn on and test' for the main gas contractor to attend and inspect.
- The Gas Compliance team will raise a variation order with the gas contractor to 'Admit' the property back on to the 3-star element of the service and maintenance contract.
- The gas contractor will attend the property to complete the 'turn on and test' and issue a certificate. The works order will be completed to reflect the date of the 'turn on and test'.

The adaptations project manager will forward the gas safety certificate to the Gas Compliance team to undertake a desktop audit of the certificate and upload it to C365.

Concealed Flues

The installation of appropriately specified and located inspection hatches, a room monitoring carbon monoxide (CO) alarms and regular service, or maintenance will be carried out by a competent qualified gas engineer.

Where concealed chimney or flue systems cannot be visually examined and confirmed as being complete, intact and effective an appropriately located and installed inspection hatches are considered to be the most effective way of allowing the chimney or flue system integrity to be examined.

This form of examination, along with the other operational safety checks of the boiler will confirm the safe operation of the boiler as specified by Gas Safety (Installation and Use) Regulations, (GSIUR), 26(9) as amended, and that the boiler and chimney or flue system is safe for continued use.

Inspection hatches should allow the overall integrity of chimney or flue system to be confirmed. During examination other chimney or flue system installation defects may be identified and these defects will also need to be considered in determining if the chimney or flue system is safe for continued use.

Where the chimney or flue system can be confirmed as being complete, intact and effective, provided any identified installation defect(s) do not constitute an increased risk of chimney or flue system failure, the engineer can consider the chimney or flue system safe for continued use.

Examples of installation defects which may contribute to an increased risk of chimney or flue system failure include:

- For condensing boilers inadequate gradient or fall of the chimney or flue system back to the boiler which may trap the condensate, putting excessive strain on the chimney or flue system joints or supports
- Incorrect or inadequate chimney or flue supports, constituting significant risk of chimney or flue system failure
- Signs of condensate or water leakage at chimney or flue system joints

- Incorrect flue material/joints other than specified by the appliance manufacturer etc

Boiler Operational Safety and other Checks

When working on a boiler served by a concealed chimney or flue system, in addition to confirming the effectiveness of the chimney or flue; the supply of combustion air, the operating pressure and or the heat input (gas rate), the gas engineer must verify the following requirements in order to ensure that the gas boiler/appliance is functioning in a safe manner:

-
- the combustion performance of the appliance is correct in all modes of operation e.g. in both high and low fire rates and complies with the manufacturer's instructions.
- where manufacturers provide an air inlet sampling point, that any specified O₂ levels are in accordance with the manufacturer's instructions.
- plume/heat discharge is evident from the chimney or flue termination with the boiler in operation.
- there is no evidence of distress on the enclosure or ceiling along the complete length of the chimney or flue system, likely to arise from system integrity issues e.g. surface staining in the vicinity of the likely chimney or flue system route and which cannot be attributed to other causes e.g. water leaks.
- there is no knowledge of previous history issues relating to the property, or other properties in the same development, that could be related to concealed chimney or flue systems issues that have not been corrected or rectified before, e.g., enquire with the responsible person.

Exception

Where it is identified that a short chimney/flue system is concealed within a void e.g. a vertical chimney/flue system passing through a flat or pitched

roof extension, or similar, with no means of access to allow inspection and the following factors can be confirmed.

- There are no changes in chimney/flue direction.
- There are no signs of distress likely to indicate that an issue with a chimney/flue exists.
- The chimney/flue length does not exceed the maximum single chimney/flue system component length supplied by the manufacturer (It would be then a reasonable assumption that it is unlikely that any chimney/flue joint will have been concealed).
- Documented confirmation exists from the installation contractor stating that no chimney/flue joint are within the concealment; the installation can be considered acceptable.

SE-Duct and U-Ducts – Flue gas chimney systems

SE-Ducts and U-Ducts have been used in the UK for many years and were generally introduced to allow numerous room-sealed gas-fired appliances to be installed within multi-occupancy dwellings. These chimney systems negated the need for individual outlets on each storey of the building by using a common point of termination for the discharge of products of combustion. The SE-Ducts and U-Ducts are constructed as part of the building structure with the ducts formed using masonry components such as concrete blocks.

These chimney systems are designed for use for only type C2 non-condensing appliances which have been deemed suitable for use by the appliance manufacturer. As such they are not appropriate for the installation of any condensing appliances due to the limited facility for the removal of residual condensate within the chimney system and the risk of deterioration of the flue materials due to the chemical nature of the condensate.

Wigan Council have removed the gas service for all high-rise buildings and therefore SE-Ducts and U-Ducts are not in use within the building.

Carbon Monoxide Alarm Activation Procedures

When there has been a report from a tenant stating that there has been a Carbon Monoxide alarm activation. The following should be followed:

- Note the tenants address and contact details.
- Tenant to be advised to open **all** doors and windows.
- Advise the tenant to turn off all gas appliances that are in operation or turn the gas off at the Emergency Control Valve (ECV) on the gas meter if there are no symptoms of Carbon Monoxide.
- If tenant advises of symptoms of Carbon Monoxide, they are to be advised to leave the property.
- Contact Cadent Gas Ltd on 0800 111 999 – Cadent to attend prior to the contractor.
- Contractor to be informed of suspected Carbon Monoxide incident and to attend the property within 1 hour of receiving the report of a Carbon Monoxide Alarm activation.
- Contractor to contact Wigan Council Gas Compliance team that they are attending a property that has had an alarm activation.
- On arrival at the property the engineer is to establish what appliances have been used at the time of the alarm activation and inspect the Carbon Monoxide alarm for faults.
- Engineer to conduct a full safety inspection of **ALL** gas appliances to ensure the appliances are working correctly.
- Replace faulty alarm if deemed the gas appliances are safe to use and advise the tenant how to use the new alarm.
- If the engineer attends the property and confirms the presence of Carbon Monoxide within the property, they will cap the gas and contact Cadent Gas Ltd on 0800 999 111 and contact Wigan Council Gas Compliance team.
- If the tenant has received medical attention and Carbon Monoxide is confirmed, call Cadent Gas Ltd on 0800 999 111 and inform Wigan Council Gas Compliance team.

Report of 'Smell of Gas' procedure

Gas is odourless in nature however the addition of mercaptan, a non-toxic and harmless artificial smell, helps to give it a unique smell to enable detection. Mercaptan gives off a strong sulphur-like smell which can be mistaken for the smell of rotten eggs. It is often this smell that is the early warning of any sort of gas leak, and you should take the appropriate measures to ensure the safety of yourself and others around you.

When there has been a report from a tenant reporting a 'Smell of Gas'. The following should be followed:

- Note the tenants address and contact details.
- Tenant to be advised to open **all** doors and windows.
- Advise the tenant to turn off all gas appliances that are in operation or turn the gas off at the Emergency Control Valve (ECV) on the gas meter.
- Contact Cadent Gas Ltd on 0800 111 999 – Cadent to attend prior to the contractor.
- Contractor to attend the property within 1 hour of receiving the report of a 'Smell of Gas'.
- Contractor to contact Wigan Council Gas Compliance team that they are attending a property that has reported the 'Smell of Gas'
- On arrival at the property the engineer is to establish the location of the gas leak. Engineer to complete and full tightness/soundness test.
- Engineer to conduct a trace and repair, if required.
- Engineer to conduct a full safety inspection of **ALL** gas appliances to ensure the appliances are working correctly.

Solid Fuel

Annual Servicing: Wigan Council will keep a record of all properties that contain a solid fuel appliance. To ensure solid fuel appliances are safely managed and maintained we require 6-monthly confirmation of:

- 6-monthly chimney sweep (where applicable).
- 6-monthly service according to manufacturer's instructions.

If the Council owns the solid fuel appliance, we will undertake these checks.

In addition, Wigan Council will carry out our own safety checks on tenant-owned solid fuel appliances via 6-monthly visual inspection. If the

appliance fails the safety check, it will be labelled unsafe, and we will advise the tenant not to use it. Under the Tenancy Agreement signed by all Wigan Council tenants, tenants must allow reasonable access for servicing and maintenance to take place.

If Wigan Council cannot gain access to the property to carry out the 6-monthly servicing work within a reasonable time frame, enforcement action may be taken. This may result in the council seeking an injunction to gain entry.

Existing Installations

Tenants who installed existing solid fuel appliances, should have obtained permission from the council and satisfied building control requirements at the time. In addition to this, the appliance should have the following:

- HETAS certification.
- Lined chimney/flue.
- Adequate ventilation; and
- CO detector installed adjacent to the appliance.

The tenant is liable for ensuring all these measures are in place. If there are any unauthorised appliances installed, Wigan Council will request the removal of the appliance.

If the property is within a designated smokeless zone, then only smokeless fuels should be burnt. Timber / logs are not classed as smokeless. We recommend burning dry wood (with no more than 20% moisture) as this produces fewer emissions.

New Installations

Wigan Council tenants will not be given permission to install any wood burning stoves or to open chimneys in any way.

Burning waste in a solid fuel appliance can produce very high emissions of pollutants, potentially affecting the health and safety of the household and neighbouring properties. There is also a risk in terms of chimney fires and carbon monoxide poisoning.

Wood is often treated and burning this can release highly toxic chemicals into the air.

Air pollution is a major contributor to climate change, and we are committed to reducing our carbon footprint. If you live in an area of the

borough that is not on the gas network, the council will offer you either an electric heating system or air source heat pump as a primary source of heating.

Awareness and Guidance

Carbon monoxide poisoning can occur because of neglecting appropriate maintenance/servicing activities, or poor installation of/repairs to solid fuel appliances. This can have deadly consequences.

Wigan Council will carry out checks to ensure appliances are installed and maintained correctly.

All engineers must be HETAS accredited.