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Gas Capping Policy

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Responsible Officer	Assistant Director Building & Customer Safety
This policy is applicable to	Karbon Homes Group
Policy version	2
Date this version implemented	30 September 2026
Date of next review	30 September 2029

Policy Statement

This policy captures our approach prior, during and post any decision to cap a gas supply for safety reasons and includes similar requests from customers. The policy details the steps we will take to assess the risks and vulnerabilities of the customer and their family, and will include living and property conditions, and financial challenges. It also describes what steps we will take once a home has been capped, including the support to enable reconnection or source heat for the home through other means.

Risk the policy is designed to control

Principle Risk: 1. Health and Safety
Description: Risk of failure by the Group to take all reasonable health and safety measures leading to serious injury or loss of life

Key performance measures

Number of homes with gas capped

Definitions

None

Abbreviations

CRM - Customer Relationship Management
RAM - Risk Assessment Matrix
N/A - No Access

1.0 Purpose of policy

1.1 The purpose of this document is to provide key information to ensure that Karbon Group, and its subsidiary companies, meets its legal obligations for customers and gas safety. Ensuring properties remain safe for those who occupy those homes that are to be or have been capped.

1.2 This policy applies to Karbon Homes Ltd (including all subsidiaries) herein after referenced as Karbon Group.

1.3 This policy should be read in conjunction with the Gas and Carbon Monoxide Safety Policy.

2.0 Why we might cap meters, supplies, or appliances

2.1 Capping meters, supplies and appliances is done to ensure those who occupy or visit any property remain safe in terms of gas safety. However, this needs to be carefully balanced against the needs of those living within the property to ensure they can continue to live safely and have the means to heat their home.

2.2 Karbon Group may cap off gas supplies after careful consideration of the characteristics and vulnerabilities of those living in the home. Included beneath are several reasons why we might cap off a gas supply. These include, but are not limited to: -

- Empty Homes – in Line with best practice guidelines.
- Safety Concerns - As might include finding gas leaks, fumes, component and / or parts failure.
- No gas on at the meter.
- Customer request.
- Where the gas meter has been removed.
- Supply has been cut by Northern Gas Networks or Utility Provider.
- Roofing works: -Where flue integrity or other components, could be compromised by planned works applicable to fitting, replacing, upgrading of heating or appliances within a home.
- When we are unable to establish if appliances within a home are safe for continued use. i.e. Non-access safety concern.
- When customers are expected to be away from home for a prolonged period, hospital, care home, extended holidays, prison.
- Property or site demolition.

3.0 Assessment prior to any capping decision

3.1 Karbon Group will carefully assess the individual needs of those living in any home prior to capping off the gas supply (notwithstanding immediate gas safety concerns – see above). Some of the factors that will be taken into consideration prior to capping are, but are not limited to: -

- Vulnerabilities: - Age, Medical Conditions, Disabilities, including - children or elderly person/s living in the property.
- Weather, time of year, especially in colder months.
- Length of time property may be without supply.
- Home Condition and upkeep.
- Financial ability to maintain an ongoing gas supply.
- Alternative Heating available.
- Social Support.
- Means and methods of contact.
- Is there anyone living in the property

4.0 Follow up process where the gas is capped

4.1 Our Housing team will review all Capped Gas properties and contact / visit the customer(s) to discuss the reasons behind why the gas has been capped, and to offer support/advice on how to help have it reinstated. This may be referral to our Money Matters team or signposted to other agencies.

4.2 Where the gas remains capped at the property, the Housing Teams will continue to review this and work with the customer depending on the risk posed to the household and property using the information we hold on the household and the Risk Assessment. This will determine how frequent we carry out further inspections of the property or the next course of action.

4.3 Where there is a suspected abandonment, then the Abandonment policy & procedure will be followed instead and where contact has not been possible the case will be reviewed every 3 months with further regular attempts of contact recorded on CRM.

5.0 Customer Vulnerabilities

5.1 This policy is applied in line with our Customers in Vulnerable Circumstances Policy. We want people to be treated fairly, have equality of opportunities, freedom, respect, and access to our services.

5.2 We will support people in vulnerable circumstances to help us deliver this service. We will work alongside external agencies such as social services, the police and fire services and other appropriate agencies to help and support people in vulnerable circumstances and to ensure we meet our statutory and regulatory requirements as a social landlord.

5.3 Policies and key information are made available on our websites.

6.0 Monitoring and Review

6.1 This policy will be reviewed at least every 3 years. The review will be brought forward if there are significant changes to good practice, regulatory or legislative requirements.

6.2 The Executive Director of Customer Services is responsible for delegating the implementation, monitoring, and review of this policy.

7.0 Equality and Diversity

7.1 This policy is applied in line with our Inclusion and Belonging Policy. This includes the legal requirements of the Equality Act 2010, Workers Protection Act 2023 and the Public Sector Equality Duty.

7.2 At the Karbon Group we aim to eliminate discrimination, promote equality of opportunity, foster good relations and define the nine protected characteristics of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

7.3 If you would like this or any other policies in a different language or format please contact inclusion@karbonhomes.co.uk.

8.0 Data Protection and Privacy

8.1 We have a clear policy on data protection and sharing data with other partners/third parties under the requirements of the UK General Data Protection Regulation, the Data Protection Act 2018 and other associated legislation. This is clearly set out in the Data Protection Policy for the Karbon Group which, along with its associated procedures, must be followed throughout the operation of this policy.