

Gas and Carbon Monoxide Safety Policy (including Solid Fuel, Oil and Biomass appliances)

Responsible Officer	Andy Kennedy, Assistant Director of Building & Customer Safety
This policy is applicable to	All companies within the Group
Approved by	Group Board
Date approved	27 February 2018
Frequency of review	Annual
Date of next review	November 2026
Implementation date	March 2018
Key related documents (policy, procedure, customer literature)	All compliance documents.
Sources of best practice or guidance used in developing this policy	See section 2

Version control			
Version number (see note 1)	11	Author of Policy	Dave Brown – Heating Compliance Manager
Equality Impact Analysis (see note 2)	Initial/Full	Equality Analysis Date	
Privacy Impact Analysis (see note 2)	Initial/Full	Privacy Analysis Date	

Document change history		
Version	Date	Changed sections
2	April 2019	1, 2, 3, 4, 5
3	April 2019	Full Review - 1, 2, 3, 4, 5
4	Sept 2019	5
5	Feb 2021	Full Review – no changes
6	Nov 2021	Amended to include the Group
7	Jan 2023	Cover, change review frequency. Remove reference to YHA and include reference to all subsidiary companies
8	Feb 2024	Annual review – Cover page, remove reference to Sharon Brookes at YHA. Remove reference to storing information on Written Schemes of Examination onto Capita by 2020
9	23 rd August 2024	Amended to include reference to our Approach to Vulnerability Policy
10	March 2025	Legal Framework list in 2.0 updated
11	Nov 2025	Minor changes. Reference to use of C365 and Awaab's Law added. Removal of Glossary of Terms section as they are included within the policy.

		Amended Section 5. Monitoring to ensure alignment with the Management Plan (roles and responsibilities).
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Consultation	
Consultation Group (if applicable)	Date of Consultation (if applicable)
Staff	Not applicable
Union(s)	Not applicable
Customers	Not Applicable
Human Resources / Organisation Development	Not applicable
Health and Safety Working Group	Not applicable
Other stakeholder – Building & Customer Safety Working Group	October 2025

Risk policy is designed to control
To comply with all regulatory and legislative requirements plus ensure the safety of staff and customers.

1.0 Objectives of the Policy

Karbon Homes and its subsidiary companies (hereby known as 'The Group') is regulated by the Regulator of Social Housing and has responsibility for discharging the landlord obligations surrounding gas, carbon monoxide and fossil fuel safety. We are also required to undertake a monitoring role to ensure that we can demonstrate a validated landlord compliance position, thereby leading to the Group being overall compliant against legislative and statutory requirements.

The objectives of this policy are detailed below.

- To ensure we provide a safe environment for customers, colleagues and third parties to live and/or work.
- Establish the key principles that the Group will utilise to ensure gas, oil solid fuel and biomass systems safety.
- The Group will discharge its landlord's duty specifically detailed in respect of the following legislation.
 - Regulation 36 of the Gas Safety (Installation and Use) Regulations 1998 (L56 (Fourth Edition) 2013) to ensure; gas appliances/flues and installation pipework are maintained in a safe condition; undertake an annual gas safety inspection to properties where gas is either present or the potential for gas to be present exists.
 - Compliance with OFTEC Guidance in respect to solid fuel and biomass heating systems.
 - Oil Firing Technical Association (OFTEC) advice in respect to oil burning systems

- The Pressure Equipment (Safety) Regulations 2016 (PER) - apply to the purchase of pressure equipment; they enable the free trading of products within the EU by removing the need for separate documentation and testing for each individual European market. The Regulations cover pressure equipment and assemblies with a maximum allowable pressure greater than 0.5 bar above atmospheric pressure (gauge pressure).
- The Pressure Systems Safety Regulations 2000 (PSSR) –to prevent serious injury from the hazard of stored energy as a result of the failure of a pressure system or one of its component parts and to establish the “safe operating limits” of all pressure systems and have suitable Written Scheme of Examination (WSOE) at appropriate intervals.
- To achieve 100% gas, oil, solid fuel, pressure and biomass systems safety compliance.
- Provide clear lines of responsibilities for the management of gas, oil, solid fuel, pressure and biomass systems.
- Ensure the Gas and Carbon Monoxide Management Plan (Including Solid Fuel, Oil and Biomass appliances) supports the delivery of this policy.
- Encourage customers, using various methods of communication, to allow access to carry out checks and maintenance works which will contribute to their own safety.
- To provide a timetable for the review of both the Gas and Carbon Monoxide Safety Policy (Including Solid Fuel, Oil and Biomass appliances) and associated Management Plans.
- Provide clarity of the method used for reviewing and monitoring gas, oil, solid fuel and biomass systems and carbon monoxide safety compliance.

This document will be stored on Karbon Homes SharePoint for internal stakeholders and will be available to be viewed by external stakeholders via Karbon Homes internet portal.

2.0 Compliance with Regulatory Standards and Legal Obligations

The application of this policy ensures compliance with the regulatory framework for social housing in England which requires all housing providers to ‘meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes’.

The Group acknowledges and accepts our responsibilities under Regulation 36 of the Gas Safety (Installation and Use) Regulations 1998 (L56 (Fourth Edition) 2013), compliance with OFTEC Guidance in respect to solid fuel and biomass, and Oil Firing Technical Association (OFTEC) requirements in respect to oil burning systems and The Pressure Systems Safety Regulations 2000.

It is essential we ensure customers, residents, employees, contractors and visitors remain safe in our premises (both individual homes and offices). Failure to properly discharge our legal responsibilities may result in prosecution, financial penalties, enforcement notices, downgrading by the Regulator of Social Housing, reputational damage and loss of confidence by stakeholders.

This policy operates within the context of regulatory and legal frameworks as follows:

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations (1999)
- Gas Safety (Installation and Use) Regulations 1998
- Pressure Systems Safety Regulations 2000
- Control of Substances Hazardous to Health Regulations 2002
- Control of Pollution (Oil Storage) (England) Regulations 2001
- Management of Health and Safety at Work Regulations 1999
- Workplace (Health Safety & Welfare) Regulations 1992
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (2013)
- The Health and Safety at Work Regulations (1999).
- Landlord and Tenant Act 1985
- Housing Act 2004
- Occupiers Liability Act 1957 and 1984.
- Equality Act 2010
- The Construction Design and Management Regulations 2015
- Compliance with OFTEC guidance (solid fuel systems)
- Control of Asbestos Regulations (CAR) 2012
- Gas Industry Unsafe Situations Procedure (GIUSP)
- The Pressure Equipment Regulations 2000
- The Building Regulations
- The Regulator of Social Housing Regulatory Framework
- The Building Safety Act 2022
- The Smoke and Carbon Monoxide Alarm Regulations 2022
- Social Housing Regulation Act 2023, including Awaab's Law

3.0 Scope

This policy relates to offices, general needs housing, supported housing, sheltered housing, other rented properties owned by the Group, communal areas including leaseholders/shared ownership, other rented housing managed by the Group on behalf of a third party, remote plant and garages unless other parties are explicitly specified as having statutory responsibility in a lease or management agreement.

This policy is inclusive of Commercial and other boilers where a Written Scheme of Examination is required in accordance with the Pressure Systems Safety Regulations 2000.

Annual checks to Air Source Heat Pumps, Ground Source Heat Pumps and Solar Panels also fall within the remit of this Policy.

Where properties are managed on behalf of third party, external property owner's, statutory responsibility will be as detailed in the lease or management agreement.

This policy is applicable to heating appliance(s), and associated gas fittings/pipe work and flues contained within premises which are fuelled by gas, solid fuel and oil.

4.0 Policy detail

This policy must always be read in conjunction with the Gas and Carbon Monoxide (Including Solid Fuel, Oil and Biomass appliances) Safety Management Plan.

Where the Group has customers in properties owned by third parties, we will work with the third-party landlords and occupiers to ensure that annual gas checks are carried out. Where they are not, we will arrange for them to be undertaken in accordance with the relevant anniversary date and then recharge the relevant landlord.

All gas, heating, cooking and open fires installed, owned and or adopted by the Group will be repaired and maintained to 'approved standards' and annually serviced either in line with the manufacturer's recommendations or at a combined annual gas, solid fuel, oil and Biomass appliances safety inspection and service. The annual gas safety inspection will include an inspection of all smoke detectors and carbon monoxide detectors present to ensure they are functioning correctly as detailed in the management plan.

All flues associated with solid fuel properties will be subject to a six-monthly check.

The Group defines a pressure system as a system with steam at any pressure, gases which exert a pressure in excess of 0.5 bar above atmospheric pressure and fluids which may be mixtures of liquids, gases and vapours where the gas or vapour phase may exert a pressure in excess of 0.5 bar above atmospheric pressure excluding hydraulic oils.

There will be a detailed record of all attempts to gain access. If reasonable access is not provided the Group will escalate action and seek a legal or legislative remedy to ensure access is gained at the earliest possible opportunity in accordance with best practice.

We will proactively assess data for relevant information about the customer to help gain access (disability, vulnerability etc.). The process will be detailed in the Gas and Carbon Monoxide Safety Management Plan.

The Group's Customers' own gas, oil and solid fuel appliances

The repair and maintenance of any gas and oil appliances installed by the customer with the Group's specific permission will be adopted by the Group unless otherwise advised. During the annual safety inspection, the results will be recorded on the appropriate certificate. These events will also be recorded on the core housing management system or C365.

The annual safety inspection will also include a visual inspection of customer's cookers.

Where customer appliances are found to be at risk and/or immediately dangerous it will be disconnected or isolated by the appointed gas engineer or contractors.

Permission will not be given to customers to install open flued appliances including gas fires, water heaters and multi fuel stoves.

Where there is a leasehold property with less than 7 years from the beginning to the end of that lease, the Group will undertake the safety inspection on that home as is applicable to those appliances within it.

At tenancy turnover/voids any appliances, gas cooker bayonet or gas fires installed by a previous customer will be removed and capped before re-letting.

Domestic Gas, Oil, Solid fuel and Carbon Monoxide Safety Commitments

The Group will work within the following commitments.

- Installation and upgrade programmes will be carried out by competent engineers and contractors whose qualifications to undertake such work will be fully assessed.
- Gas safety inspections will be carried out within the annual anniversary date by a registered Gas Safe engineer.
- Oil, solid fuel and biomass systems will be inspected and maintained as directed by manufactures instructions, or other relevant standards, and a safety certificate issued.
- Aim to undertake the capping off of gas supplies to void properties within 48 hours of the keys being returned to Property Services.
- Ensure that a carbon monoxide alarm is equipped in any room used as living accommodation which contains a fixed combustion appliance (excluding gas cookers).
- Ensure that carbon monoxide alarms are repaired or replaced once informed and found that they are faulty.
- The Group will test carbon monoxide (CO) and smoke alarms as part of the gas, oil and solid fuel safety inspection. Other properties will be checked during an electrical test.
- Where a solid fuel open fire is provided by the Group as a main or supplementary heating source, a full service and supplementary chimney sweeping will be undertaken in line with the recommendations from Guild Of Master Chimney Sweeps, OFTEC and Solid Fuel Association.
- Certain appliances are prohibited in rooms used for sleeping. If the Group or our contractors discovers that a tenant is using a room for sleeping that contains an open flued or prohibited appliance, they must inform the Heating Compliance offices who will provide guidance on further action. Further details will be provided within the Gas and Carbon Monoxide Safety Management Plan.
- If a Group installed gas appliance fails the safety check it will be disconnected from the gas supply and action taken to repair, remove or replace as detailed in the management procedures.
- To mitigate risk when gas cookers owned by the Group need replacing, consideration will be given to replacing with an electric cooker of similar functional capability (gas supply to the cooker point being capped off). The assessment will ensure the action does not create fuel poverty in the household.
- A record of the Landlord's Gas Safety Record (LGSR) and/ or other relevant appropriate certification will be made available to the customer within 28 days of the service being carried out.

- For communal installations, the Commercial Servicing/Commissioning Record CS/CR will be displayed centrally for the residents to view. A copy CS/CR will be made available to any leaseholder on request.
- All activities will be subject to compliance with the General Data Protection Regulations 2018.

Pressure Systems Safety Commitments

The Group will work within the following commitments.

- We will assess (in conjunction with our insurers) all plant and equipment and identify all pressure systems that require a WSOE to comply with the Pressure Systems Safety Regulations 2000 and ensure a WSOE is undertaken by a competent person at regular intervals identified within the WSOE
- All repairs identified during operation of the system will be assessed for their impact on the safety of the system and repaired in accordance with this assessment
- The written report will be received within 28 calendar days from the completion of the WSOE
- Should an inspection give rise to imminent danger the system will be isolated and not operated

Property Classification.

- All Group properties will be categorised in either the housing management system or C365 according to their fuel type, and their potential to have a gas supply installed.

Record Keeping

- The requirement whether to undertake a gas, oil, solid fuel or Biomass safety check or not will be held within the housing management system (Karbon) or C365 (54North)
- All records relating to this service require to be kept for a minimum of 2 years. However, the Group will keep records for 6 years to provide a holistic historical record to satisfy Insurance requirements.
- Certificates associated with those visits will be held in an electronic document management system and shall be made available to the customer(s) of the premises.
- We will carry out regular validation checks of the housing management and/or C365 databases to ensure all properties are correctly classified.
- A Landlords Gas Safety Record or other appropriate certification, will be completed for each new property at the time of first recording on the housing management system, such changes will include:
 - New Property Acquisitions
 - New Build
 - Refurbishment
 - Change of fuel type
 - Change of Tenancy or Tenure (any reason)

- The requirement whether to undertake a WSOE will be held on a spreadsheet.

Contractors Competency

The Group has a responsibility to ensure that directly employed engineers and contractors are appropriately skilled and qualified and are competent to undertake the relevant services. The following controls will operate to ensure competence can be demonstrated.

- Only Gas Safe registered companies, Gas Safe registered engineers, with the appropriate Nationally Accredited Certification Scheme (ACS) shall be engaged to undertake any gas related works for the Group.
- All contractors working with oil and solid fuel appliances will also be competent to do so and hold current registrations, OFTEC – Solid fuel, OFTEC – Oil.

In relation to pressure systems and the Written Scheme of Examination the term ‘competent’ is used in connection with 3 specific areas.

- Drawing up or certifying schemes of examination (regulation 8).
- Carrying out examinations under the scheme (regulation 9).
- Undertaking maintenance activities (regulation 12)

Organisations should operate with independence with no conflict of interests to provide an impartial assessment

The Group’s organisational commitment to health and safety is set out in our Health and Safety Policy.

Internal Competency

The Group will ensure that all colleagues undertaking key roles within the delivery and management of this area will have access to training and support applicable to their roles.

As part of the Gas and Carbon Monoxide (Including Solid Fuel, Oil and Biomass appliances) Safety Management Plan a competence framework will operate.

5.0 Monitoring

Ultimate responsibility for compliance with the Regulations lies with the **Karbon Homes Board** who will act as the ‘**Duty Holder**’ who is accountable for ensuring the implementation of this policy. The Board has final approval of budget requirements to meet the delivery and policy amendments.

The Board, through review of performance will receive assurance that the Regulations are being fully complied with; the safety of the colleagues, customers, contractors, and the wider general public who may be within the vicinity of Karbon Homes properties at any time are not or have not been compromised.

Karbon Homes Customer Committee will be responsible for receiving quarterly reports and ensuring regulatory landlord compliance. They will report to Karbon Homes Board 6 monthly and highlight any concerns that they may have in relation to the implementation of this policy and be responsible for ensuring that Karbon Homes will undertake any necessary remedial action to comply with the management plan/policy.

54North Homes' Board will receive an update at each meeting in line with the performance information noted below.

The reporting will include KPIs via the Compliance Scorecard as follows:

- % of Properties with a valid and in date LGSR

Commentary will be provided for any properties out of date to include the date they became overdue, days overdue, and their position within the legal process to bring them back into a compliant position.

Reports will also be provided to the Leadership Management Team (LMT) and Karbon Management Team (KMT) on a monthly basis.

Karbon Homes Chief Executive will retain the overall responsibility for consistent monitoring of the management plan, in order to effectively comply with the regulatory standards and report to Regulator for Social Housing.

Assistant Director of Building & Customer Safety (Property Delivery Lead) will lead on the revision of the associated policy and management plan documentation across Karbon Homes and will ensure the operational delivery of gas, solid fuel, oil and biomass installations safety and remedial work programme and is accountable for supporting the **'Responsible Person' (Heating Compliance Manager)** to ensure compliance with the Karbon Homes policy, management plan and compliance with the Regulations.

This service area will be included within the Internal Audit programme which will review in particular adherence to process, data and record keeping.

The Group has a robust internal quality assurance regime, details of which can be found in the Management Plan.

In addition, the Group will seek additional independent quality assurance if required to ensure we can robustly demonstrate gas, oil, solid fuel and Biomass safety compliance by procuring third party independent specialist to regularly inspect, monitor and report on the technical performance and quality of this business critical service area including.

Findings including results and remedial actions taken will be retained for audit purposes.

Gas, oil, solid fuel and biomass heating systems safety is a high-risk area and this policy will be reviewed on an annual basis.

6.0 Equality and Diversity

This policy is implemented in line with the Group's Equality and Diversity Policy and associated legislation. Consideration will be given to all protected characteristics under the Equality Act 2010 to eliminate discrimination, advance equality of opportunity and foster good relations.

This policy and associated documents are available in different languages and alternative formats where necessary.

7.0 Data Protection and Privacy

We have a clear policy on data protection and sharing data with other partners/outside agencies under the requirements of the Data Protection Act 1998. This is clearly set out in our Data Management Policy which, along with the supporting Data Management Guidelines, must be followed throughout the operation of this policy.

8.0 Approach to Vulnerability Policy

This policy is applied in line with Our Approach to Vulnerability Policy. Everyone matters.

We want people to be treated fairly, have equality of opportunities, freedom, respect, and access to our services.

We will offer support, reasonable adjustments, and adaptations to remove barriers. We will discuss with our customers what is reasonable and appropriate.

In delivering this service we may need to escalate a particular case – if we do then customer vulnerabilities will be considered as part of the decision-making process.

We will support people with vulnerabilities to 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 with vulnerabilities in the delivery of our services but also to ensure we meet our statutory and regulatory requirements as a social landlord.

Details are provided in the appropriate areas in this policy.

All our customer policies are available on our website.