



# South Cambridgeshire District Council

## Gas Safety and Servicing Policy (Housing)

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<b>Policy Contact</b>	Service Manager - Housing Assets
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## 1. Introduction

- 1.1 South Cambridgeshire District Council (SCDC) has a duty under Section 11 of the [Landlord and Tenant Act 1985](#) 11 (1b), “to keep in repair and proper working order the installations in the dwelling-house for the supply of water, gas and electricity and for sanitation (including basins, sinks, baths and sanitary conveniences, but not other fixtures, fittings and appliances for making use of the supply of water, gas or electricity), and (c) to keep in repair and proper working order the installations in the dwelling-house for space heating and water heating”.
- 1.2 SCDC has a specific duty under Regulation 36 (Duties of Landlords) of the [Gas Safety \(Installation and Use\) Regulations 1998](#) (GSIUR). Any gas appliance in a property that is owned by SCDC and is rented to a tenant must be checked for Gas Safety within 12 months of its installation and within every subsequent 12-month period thereafter. The regulations place a duty upon SCDC, as a Landlord to ensure that gas appliances and flues are maintained in a safe condition, annual safety checks are carried out and appropriate records kept and issued to tenants.
- 1.3 These duties are in addition to the more general ones that Landlords have under the [Health & Safety at Work Act 1974](#) and the Management of [Health & Safety at Work Regulations 1999](#). Landlord’s failing to comply with these regulations can be liable to prosecution and ensuing penalties.
- 1.4 If you suspect a gas leak or signs of carbon monoxide (CO) poisoning (such as headaches, dizziness, nausea, or the smell of gas) you must act immediately. Do not use electrical switches or naked flames. Open windows and doors to ventilate the area and evacuate the property. Contact the [National Gas Emergency Service](#) immediately by calling **0800 111 999**. This number is free and available 24 hours a day, 7 days a week. Once safe, notify SCDC so that appropriate follow-up action can be taken. Further information relating to gas safety can be found on our website under [safety and security](#).

## 2. Scope and purpose

- 2.1 This policy outlines how SCDC will comply with the Regulatory requirements for Social Housing in England, including best practice standards and continual improvement in compliance performance.
- 2.2 SCDC aims to protect the occupiers of its properties, visitors, staff, contractors, and the public, from the risks associated with gas so far as is practicable. This document



sets out key policy objectives, control measures and accountabilities to protect residents, staff, and contractors from harm.

- 2.3 This policy applies to all residential and communal buildings owned and managed by SCDC. This does not include properties managed by Ermine Street Housing or Shire Homes Lettings, as they have their own policies.
- 2.4 SCDC has a duty of care in respect of gas appliances in leaseholders or shared owners' homes. Annual reminders are sent to all leaseholders to remind them of their responsibilities in terms of gas safety and servicing. Dependent on the lease agreement, some have a requirement to provide SCDC with the annual servicing certificate.
- 2.5 Where contractors carry out risk assessments, works or checks on our behalf, they will be required to demonstrate how they meet our health and safety standards and will be appropriately qualified and accredited.

### 3. Responsibilities

**Duty Holder:** Head of Housing

Has ultimate accountability for gas safety compliance.

**Responsible Person:** Service Manager - Housing Assets

Oversees the overall implementation of this policy.

**Deputy Responsible Person:** Asset & Compliance Manager

Supports the responsible person in the day-to-day management of this policy.

### 4. Gas safety

#### 4.1 Inspections

SCDC will carry out a programme of gas safety inspections and will record findings on a Landlords Gas Safety Record (LGSR) at each dwelling that has a gas supply.

To ensure that no property goes more than 12 months without an inspection/service, SCDC operates a 10-month inspection/service schedule on Council owned appliances.



Gas Safe Registered Contractors and engineers will carry out visual checks on residents' own appliances (such as gas cookers and gas fires) and inspect any connecting flue way. Where any defects are identified they will be recorded on the safety certificate and issued to the resident in the form of a warning notice. Where the problem is potentially dangerous, the appliance will be disconnected, and the gas supply capped off. Suitable advice on health and safety will be provided to the resident in this event and SCDC notified.

During a gas service, SCDC will also check the carbon monoxide detectors in the property for compliance and operation. If there are any issues found during the checks, they will be replaced with new.

- 4.2 SCDC will carry out a gas safety check at each 'Change of Tenancy', with a copy of a valid LGSR provided to the incoming tenant as part of their sign-up pack. All properties are capped during the change of tenancy period, see 4.4 for more information.

#### 4.3 **Access**

It is a condition of each individual tenancy agreement that residents must provide access to their homes upon request for a gas safety check. SCDC will make every possible effort to gain access to carry out the safety check.

The process that we follow to gain access to the property has the following steps (in this section 'We' refers to either the Council or our Contractors):

1. We will write to each tenant offering an appointment or ask them to arrange a convenient alternative.
2. If there is no response or we are unable to gain access to carry out the check, we will drop a card at the property to confirm we attended and issue a first warning letter.
3. We will write to the tenants with a 2nd appointment date or ask the tenant to contact us to arrange a convenient alternative.
4. If there is no response, or we are unable to carry out the check, we will drop a second card at the property.
5. We will write to the tenants with a final warning of legal action.



6. If there is no contact from the tenant, or we are unable to make an appointment we will take legal action to gain access to the property.

#### 4.4 **Empty Properties** in the process of being Relet

At tenancy end once keys are in possession of SCDC the Council's Contractors are tasked to carry out a gas safety inspection, appliance function test and cap gas at the Emergency Control Valve (ECV) for the duration of works prior to the property being relet.

SCDC will remove or isolate all open flued gas fires during the time the property is empty prior to being relet.

Any alterations/replacement of gas apparatus will be tested, with any remedial action undertaken prior to being certified safe with LGSR during the process of reletting the property. Gas supply remains capped until gas contractors are notified to attend by the incoming tenant to reinstate supply and service Council owned gas appliances.

#### 4.5 **Data records**

SCDC will store all LGSRs centrally, in electronic format, and linked to the relevant property record by Asset ID. SCDC will retain records of the last 3 LGSRs and for 2 years, from the last certificate date, if appliances are removed.

- 4.6 For any tenant's own improvements/installation requests relating to gas (once permission from SCDC has been sought and provided), SCDC will only allow contractors registered with Gas Safe and Engineers who have been issued with an appropriate Gas Safe ID Card, to work on gas appliances.

In relation to works instructed directly by the Council, SCDC will ensure only contractors registered with Gas Safe and Engineers who have been issued with an appropriate Gas Safe ID Card, to work on gas appliances.

#### 4.7 **Gas Management Plan**

SCDC will maintain a set of gas safety procedures and routinely carry out training with staff and contractors to ensure its requirements are understood. The procedures will cover the following areas of management, amongst others:

- Allocation of specific roles and responsibilities to staff and contractors
- The means of populating and disseminating the LGSR Register
- The competencies & responsibilities of contractors
- Training requirements



- Processes for incident management / emergencies
- Arrangements relating to enforcement

## 5. Legislation and guidance

- [Health and Safety at Work Act 1974](#)
- [Management of Health and Safety at Work Regulations 1999](#)
- [The Gas Safety \(Installation and Use\) Regulations 1998](#) (Amended [2018](#))

## 6. Monitoring and Quality Control

- 6.1 A third-party specialist provider will carry out a 5% audit of all LGSR's each month.
- 6.2 Each month, the Senior Surveyor and the Asset & Compliance Manager will use the below performance measure to monitor gas safety.

Measure	Target	Frequency
Number of properties with a Valid Landlords Gas Safety Record (LGSR)	100%	Monthly

## 7. Accessibility and inclusion

- 7.1 SCDC is committed to engaging with tenants and residents in line with the [Equality Act 2010](#). Reasonable adjustments will be made to ensure services are accessible to all. This may include:
- Contact preferences
  - Offering home visits
  - Use of advocates or interpreters
  - Alternative communication formats, such as large print or translated materials
  - Adjusting appointment times
  - Adjusting locations to accommodate mobility or health needs



## 8. About this policy

- 8.1 This policy will be reviewed every 5 years. However, earlier reassessment may be required following tenant feedback, further guidance or where there are changes in operations and/or legislation.
- 8.2 This policy has been produced in consultation with tenant representatives. If you are interested in getting involved in shaping our housing service, we would love to hear from you; please visit our website for more information and to get in touch.



## 9. Service Requests and Complaints Process

- 9.1 Tenants should report initial service requests, such as repairs or safety concerns, through the designated channels:

**Repairs:** [Online](#) via the Council's website  
By phone via the Repairs Hotline: 0800 0085 1313

**General Queries:** Tel: 01954 713 000  
E-mail [duty.housing@scambs.gov.uk](mailto:duty.housing@scambs.gov.uk)

The [Communications Charter for tenants and leaseholders](#) sets out detailed guidance on how to contact the Council and the service standards that can be expected in relation to communication and responsiveness.

- 9.2 SCDC aims to provide excellent customer service, but we recognise that mistakes can happen. If you are dissatisfied with the service you have received following a service request, you can make a complaint in accordance with the Council's Complaints Policy. To make a complaint, please visit our [website](#) or telephone 01954 713000 or email [housing.complaints@scambs.gov.uk](mailto:housing.complaints@scambs.gov.uk).





## 10. Our values

### **Ambitious**

We are proactive and take a forward-thinking approach to addressing challenges.  
We create smart solutions and reach our goals with determination and a clear vision.

### **Collaborative**

We foster a culture of teamwork and open communication.  
We work with and involve stakeholders, to improve how the organisation works and serves the public.

### **Compassionate**

We prioritise empathy and understanding in decision-making and service delivery.  
We consider the wellbeing of people and communities in everything we do and we replicate this when we talk to our colleagues because we know that when we support each other, we all do better.

### **Accountable**

We take responsibility for our actions and decisions.  
We own up to mistakes and make sure we fulfil our commitments.