



Bristol City Council Housing and Landlord Services

Gas safety and servicing policy

Version 3

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Contents

Gas safety and servicing policy	1
1. Policy Statement	4
2. Scope	5
3. Aims and objectives	6
4. Roles and Responsibilities and Authority	7
4.1 Competent Persons	7
4.2 External Contractors	7
5. The Policy	9
5.1 New Installation (domestic)	9
5.2 Existing Installations	9
5.3 Voids and Relets	12
5.4 Mutual Exchange	13
5.5 Communal Heating Systems and Boiler rooms	13
5.6 Laundries	14
5.7 Tenant Owned Appliances	14
5.9 Responsive repairs and reports of gas escape	15
5.10 Risk Assessment	16
5.11 Training and Personal Development	16
5.12 Record Keeping	17
5.13 Independent External Audit	17
6. Vulnerability	18
7. Monitoring, review and evaluation	19
8. Equality and diversity	20
9. Appendices	21
Appendix A: Legal and Policy Context	21
Appendix B: Hierarchy of Roles (Housing Repairs, Maintenance and Safety)	22
	2

1. Policy Statement

This policy exists to ensure compliance with all relevant legislation and regulations and to describe how Bristol City Council (BCC) will test and maintain for gas safety or repair gas pipework, gas appliances and associated flues. Failure to maintain gas safety could result in death or injury, destruction or damage to property, and the exposure of BCC to prosecution and fines and its employees to prosecution and imprisonment. Most importantly the aim of the policy is to protect life and property, in accordance with legislation.

All appliances are maintained to a safe standard using only Gas Safe registered engineers.

Demonstrating our commitment to regulation and legislation, all gas safety checks and servicing to BCC residential properties will be carried out by prior appointment with the tenant, and every effort will be made to agree a mutually convenient appointment with the tenant. The Gas Engineer(s) will take all reasonable steps to achieve access and complete a gas safety check; however, in cases where access to the property cannot be obtained or is refused by the occupier, BCC will cap the gas to make safe, or pursue legal action as necessary to fulfil its legal obligation as a landlord.

2. Scope

This Policy refers to all communal and domestic gas pipework, gas heating and hot water appliances and associated flues and chimneys that BCC Housing and Landlord services are responsible for installing, servicing, repair and maintenance.

This policy excludes properties leased to Housing Associations or Registered Partners and Commercial units. It also excludes RTB leaseholders, except where they are served by a communal boiler.

This policy sets out our approach to gas safety, servicing, repair, maintenance and installation within Housing and Landlord Service only, with reference to our legal and regulatory obligations under Gas Safety (Installation and Use) Regulations (GSIUR)1998.

3. Aims and objectives

BCC Housing and Landlord Services recognises its duty to comply with Gas Safety (Installation and Use) Regulations (GSIUR) 1998. It is our objective to ensure that employees understand their duty to contribute to the robust management of gas safety.

- Ensuring timely servicing of appliances
- Accurately completing and appropriately storing Landlord gas safety certificates for all gas appliances
- Completing gas servicing and repairs in line with manufacturers specifications and in line with GSIUR
- Ensuring the safety of tenants, residents and staff that work with gas in and around our blocks and homes.
- To ensure BCC work to the relevant British Standards and Institution of Gas Engineers and Managers (IGEM) guidelines and standards
- To protect BCC's reputation as a landlord who care about the safety of our tenants, residents, and staff.

It will consider our landlord responsibility whilst our homes are let and for the duration of the tenancy as well as considering void episodes.

4. Roles and Responsibilities and Authority

The Director of Housing and Landlord Services has the overall responsibility for gas safety although delegated authority has been given to the Mechanical, Electrical and Heating Manager and Gas Trades Manager reporting to the Head of Housing Repairs, Maintenance and Safety Service.

The Head of Housing Repairs, Maintenance and Safety Service is responsible for the overall implementation and review of this policy.

All staff involved in gas installation, servicing, repair and maintenance activities, under Housing Repairs, Maintenance and Safety Service, have responsibility for delivering this policy. The table in [Appendix B](#) details the roles hierarchy for the implementation of this policy and associated procedure.

Managers and supervisors are responsible for ensuring knowledge and understanding within their teams, to discharge BCC duties and responsibilities and to provide positive leadership and visible commitment to this policy and associated procedures.

4.1 Competent Persons

In line with regulations 3 and 4 of Gas Safety (Installation and Use) Regulations (GSIUR) all landlords involved in engaging in gas work must ensure those employed to carry out these works hold current qualification and a member of the approved list of people (Gas Safe) as noted by the HSE.

4.2 External Contractors

Where an external contractor is engaged by BCC to attend a property to carry out gas works, they must be on the Gas Safe Register and their engineers must meet the relevant Gas Safe accreditations for the work or installation being requested.

Should an external contractor wish to subcontract the work it is their responsibility to ensure the relevant accreditations are held by the company or engineer carrying out the work.

All gas businesses and their engineers must be on the Gas Safe Register to carry out gas work legally.

5. The Policy

5.1 New Installation (domestic)

We will replace a boiler and the associated system if it is beyond economical repair. We expect our boilers to have a lifecycle of approximately 17 years and the gas distribution systems will have a life span of 35 years. We are working towards more carbon neutral solutions in line with our [Asset Management Strategy 21-26](#) ambition to support our ambition for our stock to be Net Zero Carbon.

We will complete a new gas installation where we are replacing an alternative solid fuel system, where an alternative heating installation, such as electric or an air to water heat pump system is not viable.

BCC will not install open flued appliances such as fires. Any situations such as this will be replaced with an electric alternative.

All gas installation work is to be carried out to manufacturers' specifications / instructions and the current GSIUR 1998.

We will keep a record of the Landlord Gas Safety Record (LGSR) and Building Regulations compliance Certificates. A copy is to be made available to the tenant within 28 days of installation. A copy of the LGSR will be available to the tenant through Self-Serve portal.

5.2 Existing Installations

5.2.1 Annual Servicing

BCC will service and maintain all BCC owned appliances and carry out all landlord safety checks on all tenanted homes within a 12-month period. This includes checks of carbon monoxide alarms where relevant, see section 5.1 of Fire and Carbon Monoxide Detection Policy. Staff should refer to Mechanical and Electrical Housing Information Resource.

Annual Services are planned to be completed on a rolling basis of between 10 to 11 months as per Regulation 36A of GSUIR which allows landlords to carry out a MOT style gas service 10 to 12 months after the previous check.

A copy of the service certificate will be held for a minimum of 2 years. A copy of the Landlord Safety Certificate will be available to the tenant within 28 days of the service.

We will give the tenant two planned opportunities to allow access before completing a third forced entry visit.

Where a tenant fails to allow or refuses access for servicing, we will follow our access procedure. Where necessary BCC will force access and cap where the tenant is not home, the tenant will be recharged the costs for forced access.

Where the tenant is home and refusing access, we will obtain a court order, gas access injunction. The tenant will be recharged the costs of obtaining an injunction.

Where the tenant has allowed access but there are obstructions or no clear access to the gas appliance and pipework; for example, where a property is hoarded; the gas engineer will raise their concerns to the appropriate Housing Officer for assistance, to ensure the service is completed within a year from its last service. See also [6. Vulnerability](#).

5.2.2 Potentially Dangerous Installs (PDI)

Gas installations that are considered potentially dangerous and require replacement will be raised by gas trades engineers via the trade supervisor to Gas Heating Partnership to arrange replacement.

Depending on the severity and potential risk they will be marked either as a 3 day installation for emergency replacement or a 28 day replacement.

Response repairs operatives will raise a PDI as:

- 3 day installation: emergency replacement, complete loss of heating and hot water, or in the winter loss of just either heating, or hot water. A 3 day instal may be raised where there are vulnerable adults or children at the address, and babies, where there is only partial loss at any time of the year.

- 28 day installation: lower risk or intermittent breakdown, for example where there is a leak that is just being contained or there are intermittent faults with the system.

5.2.3 Unsafe Situations

BCC will work to the Gas Industry Unsafe Situations Procedure (GIUSP) (documented within IGEM/G/11 Edition 2 Communication 1840).

Our engineers will work within their capabilities to make a situation safe, to safeguard life and property. They should instruct the tenant not to use the unsafe appliance. This could mean that the whole supply or the supply to the unsafe appliance is capped.

Following the GIUSP we will also report appliances that are dangerous to such an extent they have caused or are likely to cause:

- death
- loss of consciousness
- a person being taken to hospital

Due to design, construction, manner of installation, modification or incorrect servicing of the gas fitting that could or has resulted in an accidental leakage of gas, incomplete combustion of gas or inadequate removal of products of combustion gas. This is commonly referred to as poor workmanship or design in line with RIDDOR regulation 11 (2).

5.2.4 Capped Gas Supplies

We will cap the gas supply when we have attended but been unable to complete our service or for safety reasons; this could include the identification of non-standard gas installations, dangerous installations, or faulty installations, where the engineer has been unable to make them safe, we will cap at the supply.

Where a gas supply has been capped because we have been unable to complete a service of the gas appliance(s), we will attend within 48 hours of the tenant contact, to remove the cap and complete the service. Where

there are vulnerable adults or children at the address, we will attend within 24 hours.

A gas supply may also be capped on the request of the tenant. Circumstances that tenants may request this include, affordability and preference for using electric. In these circumstances the cap will remain in place until the tenant makes contact to have it removed. We will attend annually to ensure the supply remains capped.

5.2.5 Open Flued appliances

BCC will not replace any open flued appliance for another open flued appliance. Open Flued appliances that are deemed Immediately Dangerous (ID) or At Risk will be disconnected and capped off from the gas supply using the industry standard approved methods. BCC will look to install a room sealed appliance or electric renewable heating and hot water alternative.

5.3 Voids and Relets

We will complete a gas safety check to all properties when they become void to ensure that the vacating tenants have not compromised the gas supply, flue, pipework or appliance. A Pre and Post Gas Safety check will be carried out, to ensure that there is a safe working environment for the voids team and that following the void work the home is safe for the incoming tenant to move in.

Copies of the certificate for the safety checks will be supplied to the new tenant and kept on record for a minimum of 2 years. The incoming tenant will be provided with a copy of the current LGSR.

Any equipment or appliances installed by former tenants will be replaced to meet BCC specification or removed and remaining pipework made safe if the additional appliance and pipework is outside of specification.

We will remove or cap gas pipework serving cookers and replace with an electric connection point only.

We will remove gas fires and block up the chimney and vent. Where BCC specification requires an additional heat source, we will install an Electric Fire to reduce carbon emissions and ongoing repair costs, in line with “One City Climate Strategy” 2020 objective to reduce carbon emissions.

We will use the void opportunity to replace or upgrade the heating system where necessary.

Where there is a perceived risk of the boiler being stolen from the property, we will remove the boiler and place it “on Jig” at Sandy Park until the property is re-let. A boiler on Jig will be re-installed within 48 hours of the new tenancy commencing.

5.4 Mutual Exchange

We will complete a gas safety check pre and post exchange to ensure that the gas supply, pipework, flue, and equipment is safe for the incoming tenant(s).

5.5 Communal Heating Systems and Boiler rooms

BCC is responsible for scheduling the service maintenance and compliance of communal boilers rooms within high and low-rise flats. Communal boiler systems will be serviced 6 monthly, by an external Gas Safe registered contractor, above our legal obligations.

Copies of the LGSR will be stored for a minimum of 2 years and can be made available on request to tenants or leaseholders served by the communal heating system.

BCC employees and the Gas Safe registered contractor regularly access these areas, any issues identified outside of the service will be reported and dealt with immediately to ensure the health, safety and wellbeing of the public, tenants, leaseholders and staff in these areas.

BCC will install and maintain gas safety proving and detection systems, CO and Gas Alarms, in all our boiler rooms.

Dangerous Substances and Explosive Atmospheres Regulations DSEAR Risk assessments will be used as a tool to support decision making when

considering the equipment to be used when upgrading or refurbishing communal boiler rooms.

5.6 Laundries

BCC is responsible for the maintenance and repairs of communal laundry equipment, including washing machines, tumble driers, spin driers. Utilities serving the equipment include both gas and electric.

We will use an external contractor to provide planned maintenance and annual servicing to our gas tumble-dryers. They will also complete repairs and part replacements where required.

5.7 Tenant Owned Appliances

BCC accepts no responsibility for the installation repair and maintenance of tenant owned gas or solid fuel burning appliances.

Bristol City Council as a landlord provides all necessary provisions for heating and hot water within its housing stock.

In the large majority of its homes we have also provided a gas connection for a tenant supplied gas cooker. If applicable the cooker will be safety checked as part of the yearly Gas Safety Check carried out by their Gas Safe Registered Engineers. Note this does not constitute a 'service' of the appliance and this must be carried out yearly at the tenant's own expense.

Note Bristol City Council reserves the right to disconnect any tenant owned appliance in accordance with the [IGEM/G/11 Edition 2 Gas Industry Unsafe Situations Procedure](#) should it fail any test during the engineers visit.

Should a tenant wish to install their own gas appliance (e.g. gas boiler or gas fire) they should contact BCC to seek permission before doing so. Note that in our efforts to ensure gas safety for our tenants and to ensure that we align with our aim to be a carbon neutral city by 2030 any requests will be declined.

Appliances owned by tenants must be installed by a Qualified Gas Engineer and maintained by the tenant. BCC will still maintain any flues or

chimneys with tenant owned appliances or solid fuel appliances in accordance with:

- [The Gas Safety \(Installation and Use\) Regulations 1998 – Duties of Landlords](#) on legislation.gov.uk
- [Health and Safety at Work etc Act 1974 \(Note 1\)](#) on legislation.gov.uk

5.7.1 Existing Tenant Owned Gas Fires

Bristol City Council will continue to test an existing tenant owned gas fire at the same time as the gas safety check. Note that this includes basic gas safety checks in line with 26.9 of the Gas Safety Installation and Use regulations. This is not a service. The tenant should ensure that their gas fire is serviced annually by a Gas Safe registered engineer and ensure that all documentation is retained and provided to Bristol City Council should we require it.

We will complete a visual safety check and where necessary condemn and cap any unsafe tenant owned gas appliances or installations. The cost of this is to be recharged

5.7.2 Sleeping Accommodation

Some gas appliances are unsuitable for use in a room used for sleeping. If a tenant is using a room where a gas appliance is installed as a bedroom (temporary or otherwise) they must inform us so that we can assess the appliance and take any appropriate action.

Where someone agrees to change the use of their living space to enable them to stay in their home whilst receiving care and support then an assessment would be taken of the environment and gas appliances would be considered. Any recommended adaptations would ensure that changes to the gas infrastructure would be completed by a qualified person and notification of changes sent to the relevant service area.

5.9 Responsive repairs and reports of gas escape

We will respond to requests for gas related repairs in line with our response repairs procedures.

Tenants should report the smell of gas to the Gas Emergency Provider on 0800 111 999. If required we will then send out a gas safe engineer to repair and service the appliance and associated pipework, flues and chimneys.

We will make every effort to repair the boiler and associated distribution systems. Where a gas appliance is identified as beyond economic repair following a partial or full breakdown raised through response repair, a PDI will be raised to request a new boiler to be installed.

5.10 Risk Assessment

BCC gas trades staff will complete a gas risk assessment prior to completing any gas work.

We will risk assess any planned works within our homes, blocks or communal areas that may affect the integrity of gas installations, appliances or pipework. To ensure continued gas safety and minimise risks of leak, explosion, injury or death, whilst maintaining access to appliances and pipe work.

Managers and supervisors will advise and sign off on risk assessments of the work activities within their service area to ensure that due regard is had to factors caused or influenced by gas services. Where risks are identified, managers will ensure suitable control measures are in place to reduce the risk to staff together with monitoring and reviewing the effectiveness of those control measures.

5.11 Training and Personal Development

BCC will ensure all staff and new starters have the necessary skills and qualifications to be competent in their roles and provide opportunity for personal development and training.

BCC will participate in the provision of suitable and appropriate ongoing information, instruction, training, and supervision for identified staff at risk of harm from gas services to enable them to carry out their duties safely.

Managers and Staff will attend all relevant health and safety training as required.

BCC will keep records of all internal and external operatives and their qualifications to ensure compliance. Operatives' respective Line Managers will ensure training and qualifications are kept up to date and any changes to be reported to the named Planned Programmes Supervisor.

BCC will encourage our staff involved with gas to maintain Continuing Professional development (CPD) standards with ASCP.

In line with regulations 3 and 4 of Gas Safety (Installation and Use) Regulations (GSIUR) all people involved with engaging gas work must ensure those employed to carry out these works are current in qualification and a member of the approved list of people (Gas Safe) as noted by the HSE. BCC will keep records of all operatives and their qualifications to ensure compliance.

5.12 Record Keeping

BCC retains all records of the annual LGSRs for a minimum of two years from the date of the certificate to ensure hard copies can be produced when required.

The Gas Servicing Contractor saves all gas safety records including certificates electronically.

BCC and the Gas Servicing Contractor keep accurate records of all their efforts to obtain access to carry out the annual gas safety check and all non-accesses and the dates and times that they were passed to BCC. This will include records/copies of all letters, appointment cards, telephone calls etc.

All new tenants will be provided the LGSR at tenancy sign up.

5.13 Independent External Audit

Every 2 years BCC will work with an independent auditor who will assist in monitoring BCC procedures and working standards.

6. Vulnerability

Where BCC is aware that a person to whom this policy applies is vulnerable, it will consider that person's vulnerabilities when applying this policy. This may include, but is not limited to, considering whether additional advice and assistance need to be provided, liaising with agencies involved with the care and/or support of that person (where known) and referring that person to agencies and/or BCC departments who may be able to support or assist that person.

This may be particularly relevant to issues around access to the property or condition of the home, preventing work being completed. A collaborative and sensitive approach will be taken to address the concerns preventing the completion of any required work. We will also ensure that vulnerabilities are considered and extra steps to engage with the tenant are taken to prevent vulnerable tenants having their gas supply capped.

7. Monitoring, review and evaluation

The Building Services and Compliance Manager will ensure that regular performance monitoring information is provided to the Housing and Landlord Services (H and LS), Senior Leadership Team, who are responsible for ensuring the delivery of gas safety service.

This policy will be reviewed every 2 years or in line with legislative or regulatory changes.

8. Equality and diversity

We will ensure that this policy is applied fairly and consistently to all our residents. We will not directly or indirectly discriminate against any person or group of people.

We will act sensitively towards the diverse needs of individuals and communities, and we will take positive action to reduce discrimination and harassment.

An Equalities Impact Assessment has been carried out and agreed by the Equalities Team.

9. Appendices

Appendix A: Legal and Policy Context

External

- [Gas Safety \(Installation and Use\) Regulations 1998 \(GSIUR\)](#)
- [Health and Safety at Work Act 1974](#)
- [The Management of Health and Safety at work 1999](#)
- [Construction \(Design and Management\) Regulations 2015](#)
- [Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 \(RIDDOR\)](#)
- [Gas industry unsafe situations procedure](#)
- [The Dangerous Substances and Explosive Atmospheres Regulations 2002](#)
- [Building Regulations – Approved Documents](#)
- [The Defective Premises Act 1972](#)
- [The Landlord and Tenant Act 1985](#)
- [The Housing Act 1988](#)
- [Equality Act 2010](#)
- [Human Rights Act 1998](#)
- [Housing Act 1996 \(IT's\)](#)

Guidance

The following is not an exhaustive list and other guidance may be applied, depending on the circumstances, but among the documents applicable to this policy are:

Standards and Guidelines

- [All IGEM Technical Gas Standards](#)
- [IGEM/G/11 Edition 2 - Gas industry unsafe situations procedure | The Institution of Gas Engineers and Managers \(IGEM\)](#)

Other Relevant Professional Bodies

- [Gas Safety in the home - Gas Safe Register](#)

- [CORGI Business Community | CORGI Services](#)

Internal

- Corporate Health, Safety and Welfare Policy
- Permissions and alterations policy
- Repairs policy
- Electrical Safety Policy
- Fire Safety Policy
- Laundry Specification
- Mobile Phones and PDAs when driving
- Asbestos Arrangement

Appendix B: Hierarchy of Roles (Housing Repairs, Maintenance and Safety)

Role	Reporting to:	Responsibilities
Head of Housing Repairs, Maintenance and Safety	Director Homes and Landlord Services Landlord Services	Ensure the provision of warm, safe and secure homes that meet defined standards, fire and gas regulatory frameworks across the whole of the Housing Repairs, Maintenance and Safety department.
Building Services and Compliance Manager	Head of Housing Repairs, maintenance and Safety	Lead responsibility and technical expert for compliance across the Technical Service for gas, electrical, lifts and legionella ensuring resident safety.
Mechanical, Electrical and Heating Manager	Building Services and Compliance Manager	Responsible person as named on gas safe registration. Ensure overall compliance of gas safety is met for social housing stock for Bristol City Council

Programme Engineer	Mechanical, Electrical and Heating Manager	Team supervisor, manage programme of works including compliance of communal plant within blocks (M and E side of business)
Project Engineer (Gas compliance M and E team)	Mechanical, Electrical and Heating Manager	Commercial gas plant room compliance including servicing compliance and schedule. (High and low-rise blocks). Cross over with domestic team on communal gas services and other domestic issues within blocks.
Domestic Heating Contract Supervisor	Mechanical, Electrical and Heating Manager	Team supervisor on domestic installation contract. Named person on Gas safe to ensure compliance met for domestic dwelling properties. Cross over with M and E team on certain properties listed in the Heat Management Contract.
Gas commissioning Engineer	Planned Programmes Supervisor	Responsible for auditing internal and external gas installations as well as all relevant paperwork for domestic installations.
Domestic Install Contractor	Mechanical, Electrical and Heating Manager	Responsible for ensuring all operatives and work carried out on behalf of BCC is compliant.
Gas Trade Manager	Building Services and	Responsible person for managing internal gas team covering planned

	Compliance Manager	services and breakdowns of installations on single dwelling properties.
Gas Trade Supervisors	Gas Trade Manager	Responsible for the direct supervision of the Gas safe registered engineers, covering planned services and breakdowns of installations on single dwelling properties.
Responsive Repairs Service Manager	Head of Housing Repairs, Maintenance and Safety	Lead teams to deliver day to day repairs to homes to required relet standard and to meet outcomes required in legal / regulatory standards resulting in compliance
Plumbing Trade Manager	Responsive Repairs Service Manager	Responsible person for gas trained plumbers completing gas tests of single dwelling properties at void stage.
Voids Service Manager	Head of Housing Repairs, Maintenance and Safety	Lead teams to deliver repairs to empty homes to required relet standard and to meet outcomes required in legal / regulatory standards resulting in compliance
Voids Trade Managers	Voids Service Manager	Responsible persons for gas trained plumbers working within Voids.

10. Glossary of terms

Gas Safety (Installation and Use) Regulations 1998 (GSIUR)

Practical regulatory guidance dealing with safe installation, maintenance and use of gas systems, including fittings, appliances and flues.

Immediately Dangerous (ID)

An appliance poses a severe risk and should be immediately disconnected.

Potentially Dangerous Install (PDI)

A gas installation identified as potentially dangerous – requires replacement as soon as possible.

Re-charge

Costs of work will be passed back to the tenant or leaseholder.

DHT

Domestic Heating Team.

M and E

Mechanical, Electrical and Heating Team.

Boiler on Jig

Where a boiler and associated pipework has been fitted but the boiler is removed.

Landlord Gas Safety Record (LGSR)

Landlord gas safety record, previously known as, and commonly still referred to as CP12.

Cap

To cap a gas supply is to prevent gas supply/service to the house and associated pipework. This will be done when a service is overdue and potentially unsafe. The gas is capped at the meter.

Un-cap

The process to restore the gas supply to the home, only done once an appliance can be serviced and/or made safe. The gas is uncapped at the meter.

Gas Forced Entry

The process by which entry will be forced into a property when there has been no access on two arranged attempts (+1 ad hoc in extenuating circumstances).

Void

A period where the property is not tenanted or occupied.

IGEM

Institution of Gas Engineers and Managers.

CPD

Continuous Professional Development.

Gas Distribution System

The pipework, radiators.

Dangerous Substances and Explosive Atmospheres Regulations (DSEAR)

Practical regulatory advice requiring employers to control the risks to safety from fire, explosions and substances corrosive to metals.