



Bristol City Council Housing and Landlord Services

Gas Safety Policy

Version 3

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History of most recent policy changes			
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10/05/2022		Policy created	
25/07/2024	4, 8, 9, 15-34	4.2 External Contractors 5.7 Tenant Owned Appliances 5.7.2 Sleeping accommodation Include Domestic Annual Gas Servicing - Standard Operating	Response to Consumer Standards Code of Practice Recommendations from Corgi Audit 2023

		Procedure (SOP)	
09/09/2026		New template, simplified language, new capped gas approach.	

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Definitions

Cap	To cap a gas supply is to prevent gas supply to the home and associated pipework. The gas is capped at the meter.
Communal gas system	Gas-related components that are shared by multiple dwellings within a building, such as shared boilers, risers, or flues.
Competence	For the purposes of this policy, a person who is a member the Gas Safe Register is considered competent.
Dangerous Substances and Explosive Atmospheres Regulations	Practical regulatory advice requiring employers to control the risks to safety from fire, explosions, and substances corrosive to metals.
Duty holder	A person who has duties under the Gas Safety (Installation and Use) Regulations 1998.
Engineer	Any person who carries out work on a gas system or gas storage vessel. This includes but is not limited to any person who installs, services, maintains, connects/reconnects/disconnects, removes or repairs gas appliances or other fittings.
Gas	The definition of gas includes methane, ethane, propane, butane, hydrogen, carbon monoxide, a combustible mixture of two or more of these gases. Detailed definitions can be found in Section 2.6 of the Gas Safety (Installation and Use) Regulations 1998 Approved Code of Practice [ACOP].
Gas Safe Register	The only official registration body of gas businesses and engineers in the United Kingdom. By law, all gas engineers must be on the Gas Safe Register.
Gas system	All gas installation pipework, fittings, and appliances as well as the provision of ventilation and flueing.
Gas Safety Certificate [LGSC]	Refers to a written record of a legally required annual gas safety check carried out on all gas appliances, pipework and flues.
CP12	This is a type of Gas Safety Record that details annual safety checks in rented properties. The record must be produced for each annual gas safety check and provided to existing tenants within 28 days of the check being completed, or to new tenants before they move in.
CP15	This certificate evidences the safe operation and performance of commercial boilers after servicing or installation.

Servicing	Where a Gas Safe registered engineer carries out the necessary checks to ensure a gas appliance continues to operate safely and efficiently, in line with the manufacturer's requirements.
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1. Purpose

Bristol City Council [BCC] owns and manages homes and residential buildings that are heated by a gas appliance or communal systems which are fuelled by gas.

This policy sets out how BCC delivers a compliant service in the installation, maintenance, and servicing of all landlord-owned gas appliances, pipework, and flues in Council owned and managed homes and communal areas.

BCC has a duty of care to ensure that homes are safe for residents, neighbours, and visitors, including persons authorised to carry out gas related works, as far as reasonably practicable.

Failure to comply with this policy could result in an increased risk of damage to property, injury or, in extreme cases, death. BCC would also be exposed to prosecution or other regulatory action.

This policy should be read alongside the Repairs and Maintenance Policy and Gain Access Policy.

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 are responsible for installing, maintaining, and servicing.

It concerns all persons authorised to carry out gas-related works, as well as residents, visitors and the wider public who may be impacted by the BCC's activities.

The policy excludes properties leased to Housing Associations or Registered Partners and Commercial units. In limited circumstances, BCC is responsible for overseeing communal gas systems which are delivered and maintained externally. It also excludes leaseholders, except where they are served by a communal boiler.

3. Aims and objectives

It is our objective to ensure that BCC colleagues and contractors understand their duty to contribute to the robust management of gas safety in residents' homes.

The aims of this policy are:

- Adhere to programme of inspection by completing gas safety checks every 12 months.
- Ensure that all domestic and communal gas appliances, pipework, and flues are maintained to a safe condition.
- Keep accurate records of the Landlord Gas Safety Certificates and make these available to residents within 28 days of the service having been completed.
- Protect the safety of residents, neighbours, visitors, and the wider community, including engineers who carry out gas-related works.
- Effectively monitor the competence of engineers authorised to carry out servicing and maintenance to gas appliances, pipework, and flues.
- Ensure that all BCC colleagues understand their responsibilities in relation to gas safety in residents' homes.

4. Roles and Responsibilities and Authority

- The Executive Director of Housing is the Principal Accountable Person for building safety compliance. For gas safety, this authority is delegated to the Director of Housing Property who oversees operational delivery of this policy.
- The Head of Service for Building Safety and Compliance and Head of Service for Capital Works and Special Products are jointly accountable for the delivery of this policy.
- The Duty Holder for this policy is the Mechanical, Electrical, and Heating Compliance Lead, who is responsible for managing the day-to-day implementation of this policy.
- The responsible persons for this policy are Team Managers in the relevant service areas.
- BCC Operatives, Engineers, and Contractors or Subcontractors who carry out gas safety functions are competent persons in respect of this policy.

See the Roles and Responsibilities table in Appendix B for more information.

4.1 External Contractors

BCC uses both internal and external operatives for the installation, maintenance, servicing, and repair of domestic gas appliances.

External operates are used for the maintenance of communal gas appliances.

We engage fully resourced Gas Safe registered contractors to carry out the annual servicing, maintenance and repairs of relevant gas appliances and associated pipework. Annual servicing incorporates the legally required gas safety checks which includes assessment of carbon monoxide or gas escapes risk.

BCC manages contractor performance to ensure compliance with current Gas Safe regulations. See the Contractor Safety and Compliance Policy for further detail.

4.2 Competent Persons

BCC is required to employ only competent operatives who are registered with the Gas Safe Register to conduct gas-related works.

We measure competence by the level of training and practical skills shown by operatives. Training must be delivered in accordance with the Accredited Certification Scheme and the qualifications held by the contract holder must be up-to-date and renewed in line with the Gas Safety (Installation and Use) Regulations 1998.

5. The Policy

5.1 Legal Context and Consumer Standards

This policy supports BCC to meet legal obligations enshrined in the statutory and regulatory authorities listed in Appendix A.

BCC must meet national Decent Homes Standard [DHS] which expects that all social homes are safe to live in. Requirements set by the DHS are enforceable by the Regulator of Social Housing [RoSH] under the Safety and Quality Standard of the Consumer Standards.

5.2 Tenants' Rights

Residents are entitled to certain rights relevant to gas safety. These include, but are not limited to:

- Live in a home in which gas fittings and flues are maintained in a safe condition.
- Have all gas appliances and flues safety checked before moving into a Council home and annually in line with the 10–12-month programme of inspection.
- Receive or have made available a copy of the latest gas safety check record.

5.3 New Installation (Domestic)

BCC manages a rigorous programme for the maintenance and servicing of any gas appliances, associated pipework and flues supplying residents' homes.

We will replace gas system components in the following instances:

- Once they reach the end of their lifecycle.
- When the condition is no longer considered good.
- A non-gas alternative can be installed to replace the use of gas, such as an air source heat pump.

BCC must comply with the Gas Safety (Installation and Use) Regulations 1998 which, broadly, require:

- Good construction and installation of gas appliances, pipework and flues of sound material.
- Thorough safety precautions when carrying out gas-related works, including sealing gas-ways and testing gas tightness.
- Rooms intended for sleeping, bathrooms and shower rooms shall not contain a open-flued gas appliance unless it is a room-sealed appliance.

5.4 Inspection and Testing

BCC is responsible for servicing and maintaining all landlord-owned gas appliances which supply residents' homes.

We outsource the servicing and maintenance of gas appliances, pipework, and flues, including gas-related works, to Gas Safe registered contractors who we oversee.

All Gas Safe registered engineers authorised by BCC to carry out servicing, maintenance, and other gas-related works must carry an identity card which residents are encouraged to ask to see.

5.4.1 Annual Servicing

Gas appliances are serviced and safety checked annually on an MOT-style programme of inspection between 10 and 12 months. Residents are informed of the upcoming visit up to two months before the scheduled appointment.

Annual servicing is organised and carried out by Gas Safe registered engineers, with oversight from BCC who will ensure appointments are managed effectively and residents treated with respect.

The resident will be issued a copy of the Landlord Gas Safety Certificate [LGSC] within 28-days of the service having been completed. The LGSC will record the following information:

- Contractor's name and registered business address.
- Contractor's Gas Register registration number.
- Date of the service.
- Name and signature of the Gas Safe registered engineer who carried out the service.
- Address where the service took place.
- The name and address of the client (i.e. Bristol City Council).
- Location and description of each gas appliance, the flue type and condition of the flue throughout its length including termination, the operating pressure of each appliance, the correct operation of any safety device fitted, the ventilation, the safe function of each appliance.

5.5 Faults

Where a fault is identified during an annual servicing or maintenance appointment, the competent engineer will capture this in the Landlord Gas Safety Certificate and follow IGEM/G/11 Edition 2, as appropriate.

This procedure requires that the competent engineer disconnects and seals the gas appliance or installation and informs the resident not to use it until it can be fully commissioned.

BCC expects engineers authorised to carry out safety checks and maintenance to exercise judgement within their area of competence and to seek further guidance.

In the event of an unsafe gas appliance or installation, the competent engineer's principal objective is to make it safe per BCC's duty of care to the resident, neighbours, and visitors to the home or communal areas.

5.6 Access

In order to carry out annual servicing, the engineer authorised to carry out the check must enter the resident's home.

Residents are required to provide their landlord, including persons authorised by their landlord, access to their home to carry out essential works. This is a term of the Tenancy Agreement which is an enforceable contractual agreement between the Council and the tenant.

BCC or persons authorised by the Council will take reasonable steps to gain access to the resident's home in line with the Gain Access Policy. Where these efforts fail, we may take legal action to meet our duty to carry out safety checks which could involve applying to force entry under an appropriate court-mandated authority.

See the Gain Access Policy and Resident Vulnerability and Reasonable Adjustment Policy for more information.

5.7 Capping the Gas Supply to Residents' Homes

In the event of an unsafe gas situation the gas supply to the communal or domestic gas appliance may be temporarily capped while it is made safe until the situation can be remediated.

Where there is an immediate risk, the Gas Safe registered engineer is authorised to decide whether to cap the gas supply in accordance with IGEM/G/11 Edition 2.

Other circumstances in which the gas supply may be capped include:

- Between tenancies while the home is empty.
- Planned works which affect the performance or safety of gas appliances, pipework, or flues.
- A gas appliance has been installed without the landlord's authorisation and has been found to be unsafe.
- Access to the resident's home or their permission to carry out gas-related works or servicing has not been achieved. (see section 5.7.1)

Where the safety of a gas appliance and flue cannot be confirmed, or the LGSC has expired, the gas supply may be capped. The decision to cap in this situation must be authorised by a Housing Director who will confirm that all reasonable steps to access and remove any risk have been taken.

5.7.1 No Access and Capping

In cases of no access, the decision to cap the gas supply to a resident's home will only be authorised when all of the following criteria are met:

- The resident's refusal is consistent with the definition in the Gain Access Policy.
- A valid LGSC has expired.
- Adequate notice has been given to the resident to inform them that their gas supply could be capped if they fail to allow access.

When the gas supply to a resident's home has been capped, the household will be provided with information about domestic gas, available support, and how to reinstate their gas supply. Where consent has been obtained, BCC will refer the resident for more personalised advice and support.

BCC tracks homes that have had their gas supply capped. A tenancy audit will be carried out to assess whether the resident would benefit from additional support to manage their tenancy.

The cap will be removed from the gas supply at the appointment arranged with the resident to carry out the gas safety check and other gas-related work as required to ensure it is safe.

5.8 Resident Owned Gas Appliances

All Council homes have the necessary installations for the safe provision of heating and hot water. To ensure the safety of residents, visitors, and the wider community, residents are not permitted to install gas or solid fuel burning appliances in their homes without authorisation from BCC.

Where permission is granted, resident owned gas appliances must be installed by a Gas Safe registered engineer. Residents must provide BCC Housing Directorate with certification which confirms the safety of the installation. In the absence of any safety certificate, we may take steps to decommission and remove the appliance. BCC will carry out safety checks on the gas connection as part of annual gas servicing works. This does not constitute a service of the appliance and residents must organise this themselves.

BCC Housing Directorate accepts no responsibility for resident owned gas appliances, nor their maintenance. Depending on the appliance, we will complete a landlord gas safety test as per Section 26.9 of the Gas Safety (Use and Installation) Regulations 1998. This does not constitute a service, and residents are responsible for organising this in line with the manufacturer's guidance.

Where a tenant-owned appliance fails a safety test, we will disconnect it from the gas supply and inform the resident that it is unsafe to use. In exceptional circumstances, for example where the resident is resistant to us disconnecting the appliance, we may cap the gas supply from the meter or call on Wales and West Utilities to cap the supply at the source. In this event, the resident may be recharged for the costs of reconnecting the supply.

Residents are encouraged to contact the Council if they are unsure if their gas appliance meets this category. See the Repairs and Maintenance Policy for information about unauthorised adaptations in residents' homes.

5.9 Open Flued appliances

BCC Housing Directorate will not install or replace any open flued appliances.

We will perform a visual safety check an existing resident-owned gas fire as part of annual servicing. Residents must ensure that this is serviced annually by a Gas Safe registered engineer and that the documentation is retained and shared with the BCC Housing Directorate.

Existing open flued appliances identified as unsafe will be decommissioned and replaced with a room sealed appliance or electric renewable heating and hot water alternative.

5.10 Rooms Intended for Sleeping

Certain gas appliances are not permitted to be in rooms that are used for sleeping. These include flueless appliances and gas fires, gas space heaters, or gas water heaters with a heat input exceeding 14 kW.

Where a room is being newly repurposed as a bedroom, we will take steps to remove the non-compliant appliance and replace with a safe alternative. Residents should inform the Council if they intend to use a different room as a bedroom; alternatively, we can be made aware of an unsafe room intended for sleeping through:

- A report made by an advocate for the resident (e.g. a Support Worker), somebody who works for Bristol City Council, a contractor, or a third party (e.g. a GP).
- An inspection carried out at the address (e.g. a Home Condition Survey).

5.11 Homes Between Tenancies

BCC Housing Directorate will complete a gas safety check to all properties when a resident moves out to ensure that:

1. There is a safe working environment for repairs to be carried out to the home between tenants.
2. The gas appliance, pipework, and flues are safe for the incoming tenant.

To make the home compliant with legal standards, the following are removed from the home between tenancies:

- Any equipment or gas appliances installed by the previous tenant.
- Gas provision to appliances with electric connection points (including gas cookers).
- Gas fires and blocking the chimney and vent.

The remaining gas appliance, pipework and flues may be maintained or upgraded depending on where they are in their lifecycle and their general condition, in accordance with our planned maintenance programmes.

Copies of the LGSR produced after these works will be made available to the tenant when they move in.

If residents have temporarily moved out of their home for works to take place following fire, flood or major works, this section will apply.

5.12 Mutual Exchange

BCC will service and safety check the gas appliance, pipework and flues before the exchange of homes to ensure the safety of the incoming tenants; if there is no valid LGSR for either home, the mutual exchange cannot take place.

See the Tenancy Types Policy and Tenancy Changes Policy for more information about mutual exchange.

5.13 Communal Gas Systems

BCC is responsible for the maintenance and servicing of communal rooms within high- and low-rise flats. We install and maintain gas safety proving and detection systems, CO and gas alarms, in all our boiler rooms.

Communal boiler systems are serviced 6-monthly by a Gas Safe registered engineer. Copies of the LGSR will be kept for a minimum of 2-years and can be made available upon request by residents and leaseholders served by the communal system.

BCC colleagues and Gas Safe registered contractors regularly attend these areas. Any issues identified outside of the scheduled service will be reported and dealt with immediately to ensure the health, safety and wellbeing of residents, leaseholders, visitors, and wider community.

5.13.1 Communal Gas Systems

Some Council homes are supplied by district heating. District heating involves the generation of heat in a central or off-site plant room which supplies hot water and heating to multiple homes and/or buildings.

BCC provides oversight in the maintenance of district heating systems that are connected to residents' homes.

5.14 Laundries

BCC is responsible for the maintenance and repairs of communal laundry equipment (e.g. washing machines and tumble driers) which are supplied by gas and electricity.

The Council uses contracted Gas Safe registered engineers to carry out the planned gas maintenance and annual servicing to our laundries and equipment. If the equipment states that earlier safety checks are required or this has been identified as a high-usage laundry, we will service the equipment twice annually in accordance with manufacturer instructions. BCC Housing Directorate will complete maintenance and part replacements as required.

5.15 Responsive and Emergency Repairs

BCC responds to reports for gas-related repairs in line with the Repairs and Maintenance Policy:

- Non-urgent repairs will be completed within 35 days.
- Urgent repairs, such as those which pose an immediate risk to life, property or injury, will be responded to within 24-hours or 7 days, depending on the nature of the repair.

If residents smell gas or if there is suspected CO poisoning, they should report it to the Gas Emergency Provider on 0800 111 999. See the Fire and Carbon Monoxide Detection Policy for information about the management of smoke, heat and carbon monoxide alarms in residents' homes and communal spaces.

5.16 Risk Assessment

The Gas Safety registered contractor will carry out a dynamic risk assessment before conducting any servicing or other gas-related works. Contractors are expected to provide the Council with a full suite of risk assessments relating to the works to be reviewed before commencement.

Additional risk assessments will be produced in the case of remedial or planned works which may interfere with a gas system. Managers and supervisors will advise and sign off on risk assessments of the work activities within their service area. Where risks are identified, managers will ensure suitable control measures are in place to reduce the risk to operatives, residents, and other visitors, while monitoring and reviewing how well those control measures are working in practice.

Risk assessments will be stored electronically for a minimum of two-years.

5.17 Record Keeping

BCC holds all LGSCs electronically in its compliance database (C365), which stores all inspection documentation to track and report on building safety. Copies of the LGSC are held for a minimum of two years from the date of certificate to and made available to residents on request.

New tenants will be provided a copy of the most recent LGSC for their new home along with their Tenancy Agreement.

All residents will be provided a copy of their LGSC within 28 days of the gas safety check having been completed.

Further, the Council and contractors authorised to carry out gas-related works will retain any records of attempts to gain access to residents' homes to carry out checks. See the Gain Access Policy for more information.

5.18 Independent External Audit

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

6. Equality and Diversity

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

7. Complaints

Should residents wish to make a complaint about the safety of any gas-related works in their home or communal areas, they can make a report to the Gas Safe Register on 0800 408 5500. Alternatively, if residents are dissatisfied or have feedback about how housing related services are delivered, including gas safety, they are encouraged to make a complaint through the Internal Complaints Procedure.

BCC manages complaints in accordance with the Housing Ombudsman's Complaint Handling Code [CHC].

See the Compensation Policy for information about the circumstances when BCC Housing Directorate will consider refunds, compensation or reimbursement of costs for residents who have been failed by services.

Housing Condition Claims are managed by the Housing Condition Claim Team. See the Repairs and Maintenance Policy for more information.

8. Publishing

This policy will be published on Bristol City Council's Website and communicated to the relevant services through policy briefings and other appropriate communications.

9. Review

This policy will be reviewed in 3 years or sooner if there is a change in legal or regulatory requirements, in accordance with accepted procedures.

10. Monitoring and Reporting

Service delivery and performance is measured against the Housing and Landlord Services Performance Framework.

BCC uses performance management to enhance service delivery standards and improve tenant experience.

Gas safety performance is reported to the Housing Senior Leadership Team and the Homes and Housing Delivery Committee for assurance.

11. Appendices

Appendix A: Legal and Policy Context

External

- [Health and Safety at Work etc. Act 1974](#)
- [Pipelines Safety Regulations 1996](#)
- [Gas Safety \(Management\) Regulations 1996 \(as amended\)](#)
- [Workplace \(Health, Safety and Welfare\) Regulations 1992](#)
- [Management of Health and Safety at Work Regulations 1999](#)
- [Provision and Use of Work Equipment Regulations 1998](#)
- [Construction \(Design and Management\) Regulations 2015](#)
- [Pressure Systems Safety Regulations 2000](#)
- [Health and Safety \(Safety Signs and Signals\) Regulations 1996](#)
- [Dangerous Substances and Explosive Atmospheres Regulations 2002](#)
- [Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013](#)
- [Gas Safety \(Installation and Use\) Regulations 1998](#)
- [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](#)

Internal

- Corporate Health, Safety and Welfare Policy
- [Repairs and Maintenance Policy](#)
- [Electrical Safety Policy](#)
- [Fire Safety Policy](#)
- [Building Safety Policy](#)
- [Tenancy Changes Policy](#)
- Gain Access Policy and Procedure
- Reasonable Adjustment Policy

Appendix B: Roles and Responsibilities

Role	Key Responsibilities
Chief Executive / Executive Director (delegated) (Principle Accountable Person)	• Holds ultimate legal accountability for compliance with building safety and landlord statutory duties. • Ensures the organisation has adequate governance, resources, and assurance mechanisms. • Signs off strategic compliance policies and risk management frameworks.
Director of Property (Delegated Authority)	• Oversees operational delivery of all compliance functions. • Ensures policies are implemented through effective service structures, contracts, budgets, and monitoring systems.

	• Provides assurance to the Executive Director/Chief Exec. • Approval for capped gas decisions.
Head of Service – Building Safety & Compliance Head of Service – Capital Works & Special Projects Head of Service - Repairs and Maintenance Accountable Persons	• Accountable for ensuring compliance systems work in practice within their service areas. • Owns compliance risk registers, programmes, and reporting. • Provides technical oversight and ensures statutory testing, inspections, and certification are maintained.
M&E Compliance Lead (Duty Holder)	• Ensures day to day statutory testing, servicing, and maintenance (e.g., gas, electric, water hygiene, lifts) is delivered safely and legally. • Manages contracts and suppliers delivering compliance tasks. • Provides specialist advice, technical interpretation, and escalation. • Ensures that only competent, qualified, and accredited individuals or contractors are appointed to carry out statutory compliance tasks.
Team Managers/Supervisors (Responsible Persons)	• Manages frontline staff delivering compliance activities. • Ensures tasks are completed, recorded, and quality assured. • Allocates work, monitors contractor performance, and resolves operational issues.
Operatives, Engineers, Surveyors, and Approved Contractors (Competent Persons)	• Undertake technical compliance inspections, servicing, repairs, and installations. • Must be trained, qualified, and competent to complete specific statutory activities. • Provide accurate documentation and compliance evidence.