Community Counts
Milnbank
Housing Association
53 Ballindalloch Drive, Glasgow G31 3DQ

TO:	MHA Board
PREPARED BY:	Mark Smith (Director of Asset Management)
SUBJECT:	GAS MANAGEMENT POLICY
DATE OF MEETING:	9 June 2026
APPROVED BY:	Paul Martin (CEO)
VERSION NUMBER:	2
DATE OF LATEST VERSION:	June 2026

GAS MANAGEMENT POLICY

HAPPY TO TRANSLATE

If you have difficulty with reading this policy, including any difficulties with sight or hearing, or if you require this document translated into another language, please contact us and we will be happy to provide this information in a format that suits your needs.

MS/JUNE.2026/REF P9

GAS MANAGEMNET POLICY

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1 MILNBANK HOUSING ASSOCIATION (MHA) STRATEGIC OBJECTIVES

MHA's mission is to provide excellent homes and services in a thriving community. We believe that people living in the MHA community should:

- Have warm, safe, and affordable homes, and receive excellent services from MHA.
- Live in neighbourhoods that are clean and well cared for, with real community pride.
- Have access to opportunities and services that promote a good quality of life.

2 MHA's VALUES

Working as 'One Milnbank' so that we offer the same quality of services, support and housing to all tenants and residents.

3 LEGAL & REGULATORY COMPLIANCE

MHA as a Registered Social Landlord is expected to:

- Advise the Scottish Housing Regulator (SHR) on an annual basis of the Association's performance on gas safety checks.

- Take prompt action to gain entry to ensure the safety of tenants.

- Recognise the importance of gas safety and promote a culture of responsibility in meeting these duties with all relevant and current legislation met.

- Have in place, robust procedures, to ensure MHA's responsibility as a landlord is met in relation to gas safety legislation.

- Be prepared to respond quickly and effectively to any concerns relating to the gas servicing programme, including tenants' health and safety.

This policy and all gas related procedures and practices are compliant with the current Gas Safety (Installation and Use) (Amendment) Regulations 2018 (GSIUR) which came into force in 2018, including the Approved Code of Practice (ACOP).

It is noted that the Regulations place a duty on MHA as a landlord to ensure that gas appliances, flues and installation pipework are maintained in a safe condition, as well as annual gas safety checks being carried out. MHA will also adhere to all other, relevant pieces of legislation relating to this policy and works relating to gas appliances, including

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999, as amended
- Gas Safety (Installation and Use) Regulations 1998
- Gas Safety (Management) Regulations 1996

4 POLICY INTRODUCTION

The aim of this Policy is to ensure the effective inspection, maintenance and management of gas systems within premises controlled by the Organisation. The gas safety system, inspection and monitoring programmes will also include the carbon monoxide monitoring systems which are considered to be an integral part of the gas safety management programme.

All gas servicing, maintenance and repair work will be sub-contracted to an external competent body. The procedures detailed within this Policy are intended to facilitate the effective management of the contractor as well as all additional gas safety management issues, ensuring that all reasonable steps are taken to comply with the Health & Safety at Work etc. Act 1974 and the Gas Safety (Installation & Use) Regulations 1998.

5 PRINCIPLES OF THE GAS MANAGEMENT POLICY

MHA's will develop and implement a Gas Safety Management System to demonstrably manage gas safety in organisation premises.

The Gas Safety Management System will cover, as a minimum:

- Roles and Responsibilities
- Information, Instruction and Training
- Asset Register
- Contractor Selection and Control
- Gas Safety Certificates/Checks
- Maintenance Procedures
- Record Keeping
- Information to Tenants
- Gas Safety Internal Monitoring
- Reactive Repairs
- Emergency Procedures
- Quality Assurance
- Void/Re-Let Procedures
- Closing Up
- RIDDOR
- Temporary Heating
- Audit and Review

6 DEFINITIONS

6.1 "*Gas Appliance*" – means an appliance for the heating, lighting, cooking or other purposes for which gas can be used. In general, portable or mobile appliances are not covered, except the use of portable or mobile space heaters (e.g. LPG cabinet heaters).

6.2 "*Gas Fittings*" – means pipework, valves (other than Emergency Controls), regulators and meters and fittings etc. designed for use by consumers of gas.

6.3 "*Flue*" – means a passage for conveying the products of combustion from a gas appliance to the external air.

6.4 "*Gas*" – includes natural gas and LPG gas.

7 HSE ADVICE

Health & Safety Executive (HSE) Gas Safety Advice Line. Open 9.00am to 5.30 pm Monday to Thursday and 9.00am to 5.00pm on Friday. Tel: 0800 300 363.

8 COMPETENT PERSONS

MHA shall ensure no person is permitted to carry out any works on gas installations unless competent to do so. Current competency is approved by the "Gas Safe Register" (www.gassaferegister.co.uk).

9 ROLES AND RESPONSIBILITIES

The Organisation will define roles and responsibilities for named individuals with accountability for the following aspects of the gas safety management system:

1. Overall responsibility
2. Delivery of the gas safety management programme
3. Administration of the gas safety management programme
4. Contractor selection, control and monitoring
5. Repairs
6. Communications with tenants
7. Emergencies

10 CONTRACTOR SELECTION AND CONTROL

10.1 The Organisation will define a detailed scope of works for the annual gas servicing and maintenance contract and will follow through a rigorous tendering and contractor selection process.

10.2 Contractors will be required to demonstrate compliance with the competency requirements of the Regulations and will be, as a minimum, Gas Safe Registered.

10.3 A formal system of contractor monitoring will be established and maintained to ensure the gas safety management system continues to operate in compliance with the agreed scope of works and with documented procedures and that any non-conformances, ineffective arrangements and problem areas are quickly identified and actioned upon.

10.4 A defined 'no access' procedure will be developed to ensure all reasonable steps are taken by the contractor and the Organisation to meet the 12-month deadline for landlord's gas safety checks.

11 RECORD KEEPING

11.1 Under current legislation Landlord Gas Safety Records must be kept for a period of 2 years. The Organisation will establish and maintain a formal system for recording all activity in relation to gas servicing, maintenance, repairs, installations, emergencies and all other relevant gas safety management data.

11.2 In relation to the annual gas safety inspection programme, the Organisation will hold the following records as a minimum:-

- Inspection records, findings and actions
- Reports and communications from gas contractors
- No access reports and actions (audit trail)
- Properties beyond 12 months
- Intermediate safety checks on properties (voids).
- External Audit Reports
- Maintenance and repair records
- Emergency situations and actions taken
- Letters of complaint

12 INFORMATION TO TENANTS

12.1 On an annual basis (and at the time of new tenants being housed), the Organisation will outline the pertinent issues of gas safety to tenants by way of written communication. This will include:

- Emergency contact numbers and reporting procedures
- The Organisation's commitment to gas safety.
- Tenants responsibilities under their Tenancy Agreement.
- Key health and safety risks.
- The importance of the annual safety check and the need for access to premises.
- Key points on the safe use of gas and gas appliances including action to be taken if a gas leak is suspected.
- The requirement to ensure that all gas related wok must be carried out by a Gas Safe registered engineer.

12.2 Formal 'rules' setting out tenants' gas safety obligations and duties will be clearly set out in their Tenancy Agreements. MHA will define a procedure for dealing with unauthorised gas installations, repairs, disconnections and other gas related activities which fall foul of the Tenancy Agreement.

13 GAS SAFETY INTERNAL MONITORING

13.1 A formal system of monitoring the gas servicing/landlords inspection and all gas repair work will be established and maintained with properly defined reporting, escalation and action procedures.

13.2 The monitoring system will include, as a minimum, timeous review of:

1. All servicing and repair certificates
2. Unsafe gas systems
3. No access procedure, notices and problems
4. Properties 'over 12 months'
5. Void properties
6. Quality assurance / quality control reports
7. Repairs and maintenance reports

14 REACTIVE REPAIRS AND EMERGENCIES

14.1 As well as carrying out annual servicing to gas appliances and raising landlord's gas safety records the contractor will provide a full reactive repairs and emergency response service. This will be properly defined and tenants made aware of the gas company's services and contact details in this regard.

14.2 Where the contractor has been unable to obtain access to undertake necessary repair work the contractor must bring the situation to the attention of the Organisation. The Organisation will ensure that the tenant is contacted as quickly as the situation demands.

14.3 Gas Leaks:

- Currently SGN have a statutory duty to attend gas escapes reported to them within two hours of receipt.
- In the main, gas escapes are likely to occur within individual properties and tenants should in the first instance contact SGN Emergency Services.
- Recognising that SGN will normally shut down the gas supply to an individual property where a leak is found and will not carry out any further works it is, recognised as good practice for the Organisation to follow up a report of a gas leak by instructing the gas contractor to attend.
- Where repairs cannot be readily made and the heating system remains switched off the contractor will be asked to provide temporary heating and will advise the Organisation of the repair problem in order to agree remedial work.

15 QUALITY ASSURANCE (QA)

15.1 An external third party shall be appointed to carry out a minimum inspection of 10% of completed annual services.

15.2 The contractor undertaking the QA work will require to be Gas Safe registered and employ fully qualified engineers.

15.3 Where a QA check identifies non-compliances or where unsatisfactory performance of the primary gas contractor is being observed details of the problems and suggestions for rectification will be clearly set out in the QA contractor's report.

15.4 Where the QA contractor identifies situations that pose an immediate or imminent risk to health, the contractor will notify the Organisation as soon as practicable. These notifications should be in addition to the regular reporting regime.

16 VOID/RE-LET PROCEDURES

16.1 A formal procedure will be defined for gas safety inspections associated with void properties and this will be included in the overall gas safety management system, contractor's contractual requirements and monitoring procedures.

17 CLOSING UP

Where a property is to be closed up on a long term or permanent basis then the existing gas supply shall be disconnected from the pipework within the flat. The gas supply shall be physically disconnected at the meter point and both cut ends blanked. Where appropriate, SGN shall be advised and requested to remove the meter supply from the property.

18 RIDDOR

18.1 In relation to gas safety there are duties imposed upon gas conveyers, suppliers, etc. to report cases whereby death or a major injury (as defined by regulations) occurs out of or in connection with the gas supplied.

18.2 It is also recognised that a contractor will have a duty to formally report certain situations where it is deemed likely that the gas installation may cause death or major injury. The types of faults likely to cause death or major injury and would be reportable include: -

i. A dangerous gas leak arising, for example, from the use of unsatisfactory materials or bad workmanship.
ii. A gas appliance which spills products of combustion or shows signs of incomplete combustion or shows signs of combustion problems due to inadequate ventilation
iii. An appliance which is not suitable for use with the gas supplied
iv. An appliance in which a safety device has been made inoperative
v. Use of unsatisfactory materials in gas connections
vi. An appliance installation which has become dangerous through faulty servicing

18.3 Further information on RIDDOR is contained within the Accidents Policy of the Organisation's Health & Safety Manual.

19 TEMPORARY HEATING

19.1 LPG or other bottled gas heating sources will not be provided to tenants as a temporary source of heating.

19.2 Where electrical heaters are provided as a temporary source of heating, the Electrical Safety policy should be consulted.

19.3 Where electric temporary heaters are provided Tenants will be re-imbursed on an allowance of £5 per heater per day.

20 EQUALITY & HUMAN RIGHTS

MHA's is committed to equal opportunities, and we will respond to the different needs and service requirements of individuals, and we will not discriminate against any individual for any reason outlined in Equality & Human Rights Legislation.

21 DATA COLLECTION

MHA will manage all personal data in accordance with our obligations under the GDPR regulations and the Association's Policy.

22 POLICY MONITORING & REVIEW

The Gas Management Policy be reviewed by the Management Board on a triennial basis or in line with EVH updates, or earlier if deemed necessary by legislative or regulatory updates.

Milnbank Housing Association **Equality Impact Assessment Tool**	

Name of the policy / project proposal to be assessed	Gas Management Policy	Is this a new policy /proposal or a revision?	Revision
Person(s) responsible for the assessment	Director of Asset Management		
1. Briefly describe the aims, objectives and purpose of the policy / proposal	The aim of this Policy is to ensure the effective inspection, maintenance and management of gas systems within premises controlled by the Organisation. The gas safety system, inspection and monitoring programmes will also include the carbon monoxide monitoring systems which are considered to be an integral part of the gas safety management programme.		
2. Who is intended to benefit from the policy/ proposal? *(e.g. applicants, tenants, staff, contractors)*	Tenant and Visitors safety.		
3. What outcomes are wanted from this policy/ proposal? *(e.g. the benefits to customers / benefit to staff)*	All gas servicing, maintenance and repair work will be sub-contracted to an external competent body. The procedures detailed within this Policy are intended to facilitate the effective management of the contractor as well as all additional gas safety management issues, ensuring that all reasonable steps are taken to comply with the Health & Safety at Work etc. Act 1974 and the Gas Safety (Installation & Use) Regulations 1998.		

4. Which protected characteristics could be adversely affected by the proposal? (*tick all that apply*) **None**

☐ Age ☐ Race ☐ Disability ☐ Marriage & civil partnership ☐ Pregnancy / Maternity

☐ Religion or belief ☐ Sex ☐ Gender reassignment ☐ Sexual Orientation

5. Which other characteristics could be adversely affected by the proposal? (*tick all that apply*) **None**

☐ Socio-economic ☐ Geographic Location ☐ Literacy & Numeracy ☐ Carers ☐ Migrant Status

☐ Single Parents ☐ Families ☐ Other (including Human Rights), please state: Policy is inclusive of all individual needs

6. Have you consulted on the potential impacts of the policy/proposal? (this could be internally with other staff, or externally with customers, focus groups etc)

☐ Yes ☒ No

If yes, provide further details, of who was consulted:

	Positive impact(s)	**Negative impact(s)**
7. Describe the likely positive or negative impact(s) the policy/proposal could have on the groups identified in part 4 & 5.	Gas Safety procedures for all.	N/A
8. What actions are required to address / mitigate the impacts arising from this assessment? *(This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).*	None	
Decision / Outcome (Pending Committee Approval)	☒ Approved, no changes required (no impact) ☐ Approved after changes made ☐ Approved with no changes (despite impact) ☐ Stop the Policy . Proposa	

Signed: Job title: Director of Asset Management

Date the Equality Impact Assessment was completed: 15 June 2026