

Gas Safety Policy

Summary

This Gas Safety Policy outlines Portsmouth Homes' commitment to ensuring the safety of residents through effective gas safety management in their properties. It clarifies responsibilities, procedures for inspections, and emergency protocols to maintain compliance with legal requirements and safeguard tenants

Effective date

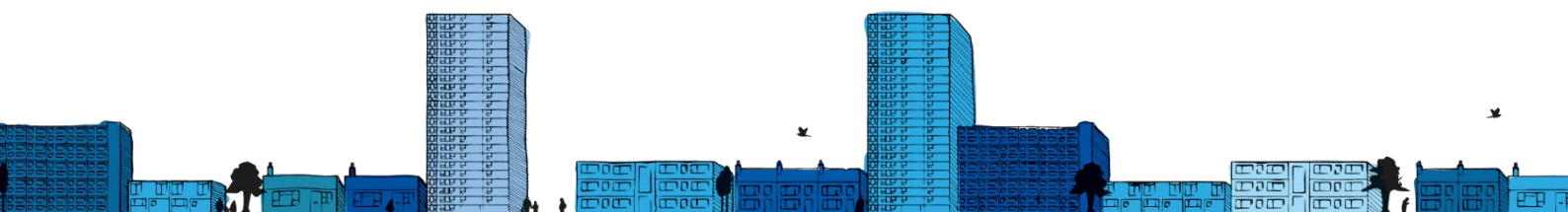
3 February 2026

Review

We will review this Policy every 3 years or when there has been an update to legislative, regulatory, best practice or operational changes.

Version

Version 1.0



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Scope

This policy explains what we do to keep you, your home, and neighbours safe, what your responsibilities are, and what to expect from us as your landlord in line with the Tenancy or Lease agreement.

How we meet our legal and regulatory obligations as a landlord, carrying out annual gas safety checks and promptly addressing any gas emergencies and repairs.

This ensures that residents' homes and communal areas are properly maintained, safe, and that our records remain accurate and up to date.

This policy does not apply to:



- Gas installations and equipment within leaseholder and shared owner's homes, these are the responsibility of the shared owner or leaseholder in accordance with their lease.
- Gas equipment not owned or managed by us, including tenants own gas equipment eg. resident gas cookers.

Any reference in this policy to 'we', 'our' or 'us' refers to Portsmouth Homes.

Any reference in this policy to 'tenant', 'customer' or 'resident' refers to a Portsmouth Homes tenant, leaseholder or shared owner.

Purpose

We are committed to maintaining the safety of residents by effectively managing gas safety in all our properties. This includes complying with all legal and regulatory requirements as a Landlord.

It is essential that we maintain accurate and up-to-date records regarding the gas safety of the homes and communal areas under our management and provide clear information about the safety of your home. This practice ensures these environments remain safe and properly maintained for residents, and this allows us to identify any necessary investments required.

The policy explains our gas safety responsibilities, your responsibilities and our approach to arranging visits, inspections, reviews and what we will do when a resident does not allow access.

Our Responsibilities

A Gas Safety check will be conducted by a Gas Safe registered engineer at your home at least every 12 months, or sooner if there is a change of tenancy, such as before a new tenancy, during a mutual exchange, or after major works.

We will notify residents in advance of inspections or repairs.

If the Gas Engineer identifies any defects during a gas safety check that need to be actioned to ensure resident safety, we will:

- Resolve any defects at the time of the appointment where we can do so.
- Arrange alternative appointments to carry out the works.
- There may be a requirement to disconnect the appliance from the gas supply, where this occurs the resident will be informed why and if necessary, alternative temporary heating will be provided.
- Ensure that an operational carbon monoxide detector is present within properties with a gas appliance.

Gas appliances provided by us will undergo regular Gas Safety checks in accordance with safety protocols.

We are also responsible for maintaining the installations in your home and carrying out repairs ensuring the proper working order of the supply of gas.



If the Gas Engineer identifies any unauthorised gas alterations undertaken by the resident, then they may disconnect the gas supply to the alterations.

A Gas Safety Check will be carried out within a communal area at least every 12-months undertaking any repairs as necessary.

For appliances serving blocks, schemes, or sheltered accommodation, we are responsible for displaying a copy of the certificate in the communal area or making you aware of where it is available, if you would like a copy for your records, please contact

CustomerRepairsTeam@portsmouthcc.gov.uk or call 023 9284 1311.

Capped Gas Supplies

Where the gas supply has been capped at the meter, we will continue to undertake a gas safety check every 12-months.

Gas Safety Certificates

Upon completion of a satisfactory inspection or test, the gas safety record will be provided to residents within 28 days of the date of check for an existing tenancy and to any new resident prior to the tenancy start date.

You can request an additional copy of your most recent gas safety certificate by contacting the Customer Repairs team. Please email CustomerRepairsTeam@portsmouthcc.gov.uk or call 023 9284 1311.

Gas safety certificates (Landlord Gas Safety Record -LGSR) will be kept for at least two years from the last issue date for all properties under our responsibility. An Asset Register of these properties, including appliances and installations, will also be maintained.

Your Responsibilities

Your tenancy or lease agreement requires you to help keep your home safe, this includes but not limited to:

- Allowing access for inspections and repairs should be provided with reasonable notice except in emergencies, where immediate access may be required.
- Connecting gas cooker appliances or any other gas appliance should be carried out by a gas safe registered engineer.
- Any faults or damage that fall under our responsibility should be reported as soon as possible.
- Appliances are to be used safely and in accordance with manufacturer instructions.
- Carbon monoxide, smoke detectors and heat detectors should be tested on a weekly basis and replace the batteries as necessary. If you are unable to replace the batteries or if the alarms do not function after replacing them or you believe your home is missing an alarm, please report the issue so that faulty alarms can be repaired or replaced.



- Gas equipment, or meters should not be tampered with.
- Keep vents and flues clear to prevent gas buildup and safety risks.
- Make us aware of any support or additional needs in the household as early as possible or any circumstances that may affect your household, preferred methods of contact, and any reasonable adjustments we should consider.

Any suspected tampering, interference or unauthorised alteration of metering equipment will be reported to the supplier as fraud and tenancy action may also be taken.

Any gas repairs should be reported to the Customer Repairs team by email to CustomerRepairsTeam@portsmouthcc.gov.uk or calling 023 9284 1311.

Emergency Procedures

In case of a **gas leak**, tenants must:

- **Turn off** the gas supply.
- **Open windows** for ventilation.
- **Evacuate** and call the **National Gas Emergency Service (0800 111 999)**.

If a carbon monoxide alarm activates or you experience carbon monoxide poisoning symptoms (headache, dizziness, breathlessness) this must be treated as an emergency.

If you can smell gas, the carbon monoxide alarm has activated, or have concerns about fumes from a gas appliance then call the National Gas and Emergency Service immediately.

Process for Arranging Access

The access process will start up to 2 months before the expiry date of your current gas safety certificate to ensure the gas safety inspection is completed before it expires.

We will take all reasonable and practicable attempts to contact you to arrange a mutually convenient appointment time in order to carry out a gas safety check.

We will attempt to contact you on 3 separate occasions before any statutory certificate expires, if we are unsuccessful in arranging a mutually convenient appointment, we will conduct a visit to your home to discuss any challenges or barriers in arranging access. In these situations, we will follow our Working Together - Portsmouth Homes Access Policy.

Failure to provide access for a gas safety check does not only put you and your household at risk of serious harm from gas leaks or carbon monoxide poisoning, but it also compromises neighbouring properties and is a breach of your tenancy.

Gas systems are joined, and an unchecked fault in one home can lead to incidents affecting others. For this reason, it is a legal requirement to allow access for these inspections, and persistent refusal may result in enforcement action to protect the safety of all residents.



When access to your home is required, only the data necessary for relevant purposes is shared with staff or contractors who provide services and interact with you and the household.

Repairs

We will undertake gas repairs in line with our Repairs and Maintenance Policy. Repairs for heating or hot water will be undertaken as follows:

Repair Category	Heating or Hot Water	Timeframe
Emergency Repairs	Total or partial loss of heating or hot water between 1 November and 30 April or a gas blocked flue.	Completed or made safe within 24 hours of being reported
Urgent Repairs	Total or partial loss of heating or hot water between 1 May and 31 October.	Completed within 3 working days of being reported

If an emergency or significant hazard / defect is identified either from a gas safety check or repair, then the following will occur:

- Repaired, if possible, at the time of the appointment.
- Where a repair is not possible then an emergency or urgent repair will be raised as appropriate.
- Reports of heating or hot water issues will be treated as emergency or urgent repairs.

Carbon Monoxide Alarms

We will ensure that a carbon monoxide detector is installed in every home / room where there is a gas appliance installed and that the detectors is tested as part of the gas safety inspection.

Gas and Electric Safety Panel

The panel will be chaired by the Head of Compliance and include appropriate Heads of Service from Buildings and Housing together with appropriate representation from the Housing Need and Supply service and other directorates as appropriate. The panel will meet at minimum quarterly intervals.

The panel will coordinate and communicate response to gas safety across all Housing, Neighbourhood and Building teams to ensure risks are managed consistently and are appropriately resourced, complying with all legislation and providing appropriate information to residents, staff and contractors.



The panel will have oversight of the process, changes to the legislation and effectiveness of the Gas Safety policy.

The panel will review the following key areas and implement changes required to processes, policies or communication to residents as appropriate.

Your voice

We provide residents a wide range of meaningful opportunities to engage, influence and scrutinise the Landlord Strategies, policies and services, to include participation in regular resident meetings and give feedback on services and policies.

If you would like to be included in future resident engagement focus groups and would like to know how to get involved, please contact us for more information:

You can contact our team by:

- Email: housing.engagement@portsmouthcc.gov.uk
- Phone: 02392 834835
- Website: visit the [Resident engagement and community resources on our website](#)

What have we done to make sure this Policy is fair?

We completed an Integrated Impact Assessment (IIA) to consider the positive and negative impacts this Policy may have on people with protected characteristics under the [Equality Act 2010](#). This Policy should have direct and positive equality and diversity impacts.

Regulation and legislation

We recognise the variety of legislation, and we will continue to monitor relevant legal guidance. The list below reflects some of the existing legal framework and relevant publications:

- [Housing Act 2004](#)
- [Social Housing \(Regulation\) Act 2023](#)
- [Landlord and Tenant Act 1995](#)
- [Health and Safety at Work etc. Act 1974](#)
- [The Management of Health and Safety at Work Regulations 1999](#)
- [The Gas Safety \(Installation and Use\) Regulations 1998](#)
- [The Smoke and Carbon Monoxide Alarm \(Amendment\) Regulations 2022](#)
- [The Personal Protective Equipment at Work \(Amendment\) Regulations 2022](#)



- [The Confined Spaces Regulations 1997](#)
- [Environment Act 1995](#)
- [The Gas Safety \(Installation and Use\) Regulations 1998](#)
- [The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013](#)
- [Homes \(Fitness for Human Habitation\) Act 2018](#)
- [Awaab's Law: Guidance for social landlords](#)
- [The Hazards in Social Housing \(Prescribed Requirements\) \(England\) Regulations 2025](#)

Related documents

This policy should be read in conjunction with:

- [Portsmouth Homes policies, strategies and reports](#)
- Tenancy Agreement / Leasehold Agreement

How to feedback

If you have any questions around the policy or would like to know more about its application, please contact the relevant service in the first instance.

You can get this policy in large print, braille, audio or in another language by contacting your Housing Office. More information is available [translation, interpreting and audio information](#).

Compliments

To help us provide the best service we can. We would like to hear customer views on the services that they use. If the customer is pleased with a member of staff or service, please let us know.

- Telephone: 02392 606383
- Email address: HNBLandlordComplaints@portsmouthcc.gov.uk

Complaints

If a customer is unhappy, they can refer to our Landlord Complaints Policy.

- Online complaint form at [Make a housing complaint](#)
- Telephone: 02392 606383
- Email address: HNBLandlordComplaints@portsmouthcc.gov.uk



Housing Ombudsman Service

If a customer is unhappy, they can contact the Housing Ombudsman Service for advice and guidance at any time.

- Online complaint form on [the Housing Ombudsman Service website](#)
- Telephone: 0300 111 3000
- For more information, visit [Housing Ombudsman's Complaint Handling Code](#)

