

Westfield Housing Association

Domestic Heating Policy

(including Gas, Solid Fuel, electric and renewables)

1.0 Policy Statement

Westfield Housing Association treats the health and safety of tenants, employees, contractors and other users of its buildings of paramount importance. This policy aims to ensure that we meet our obligations as a landlord and seeks to provide assurance that all risks associated with gas safety, solid and LPG fuel burning appliances and systems, and flues; are adequately managed, ensuring the safety of all. This includes the management of risks relating to carbon monoxide (CO) exposure and fire safety associated with heating systems and flues.

2.0 Purpose

This policy also aims to provide clear lines of responsibility within the Association for the management of risks associated with domestic heating.

The main objectives of this policy are:

- The aim of this policy is to ensure that all reasonable measures are in place to protect the health and safety of our tenants, employees and Contractors.
- Set out a clear approach to the servicing and inspections of domestic heating
- Set out a clear approach for the maintenance and upgrading of gas installations
- Ensure our legal compliance and promote good practice.
- Ensure appropriate provision, installation and maintenance of carbon monoxide detectors in line with current legislation.

It is the Association's aim to ensure the safety of its customers by completing a service to gas appliances (such as boilers and fires) in all its properties (including any commercially rented property, such as the Estate Office and the Minto Centre) every twelve months.

This policy is supported by detailed procedures which detail how the Association will fulfil its legal obligations and complete an annual inspection programme year on year.

The Gas Safety (Installation and Use) Regulations impose strict obligations on a landlord to ensure that any relevant gas fittings and flues are maintained in a safe condition so as to prevent risk of injury to persons in lawful occupation of the premises.

Where a tenant fails to provide access to the property, the Association will take appropriate legal action to secure entry. Forced access will only be used in emergency situations where there is an immediate risk to safety - with the authority of the Chief Executive Officer or Chairman.

3.0 Definitions

- LGSR – Landlords Gas Safety Record
- SDM – Westfield Housing Association's IT Housing Software system.

4.0 Responsibilities

Westfield Housing Board have overall responsibility for safety although delegated responsibility is given to the Chief Executive Officer, who in turn also has overall responsibility for the implementation of this policy.

The Chief Executive Officer will ensure that it is reviewed every two years (or sooner if there is a change in regulation, legislation or codes of practice). The Maintenance Manager is the Policy lead and will carry out each review.

The Maintenance Officers are responsible for the day to day management of the Domestic Heating Servicing (LGSR) and maintenance in all of its properties and The Maintenance Manager has strategic responsibility for the implementation of The Domestic Heating Policy and ensuring compliance is achieved and maintained.

A Register will be held with all valid LGSR dates and updated accordingly when Services are completed, this will also be updated on the SDM system. Maintenance Officers will make contact with tenants who have failed appointments to ensure the Safety tests are completed within target date – supports achieving full compliance.

Our Suitably qualified and competent contractors (Gas Safe, OFTEC, HETAS or other relevant accreditation depending on fuel type) ~~Gas Safe registered contractor~~ will plan and deliver in advance to ensure all safety checks are completed within statutory timescales.

Contractors will be responsible for arranging access with tenants using appropriate communication methods to ensure appointments are agreed and attended. Contractors will ensure their staff are appropriately trained, competent and compliant with the Association's policies and emergency procedures.

The Association will ensure that carbon monoxide alarms are installed and maintained in all relevant properties in accordance with the Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022.

The Housing Services Officers will provide key support in gaining access into properties where access is proving difficult and use standards methods to do so. The Officer's will also facilitate the legal process to gain access as necessary.

Tenants must allow reasonable access to our Contractors to ensure Gas Servicing and domestic heating repairs can be completed in a timely manner and within specified target dates. A clear escalation process will be followed for no-access cases, including written warnings, tenancy enforcement action and legal remedies where required to ensure compliance with statutory duties.

Recharges for failed access will apply as per our Rechargeable Repairs Policy and Procedure. Tenants must ensure that, where necessary, gas and electric meters have sufficient funds available for necessary servicing / checks to be completed.

Our Customer Services Team will be the first point of contact for tenants via telephone, face to face, online or via email and will signpost accordingly.

All Westfield Housing employees and Contractors have a responsibility to be familiar with the Association's Policies & Procedures. To advise tenants/customers accordingly and where appropriate direct queries to the Maintenance Team.

Vulnerable tenants will be identified and offered additional support to facilitate access and ensure safety compliance.

5.0 Reporting & Risk

The Association operates a zero-tolerance approach to non-compliance with gas safety requirements.

The Board and Chief Executive Officer will receive regular updates on the implementation of the Domestic Heating Policy along with notification of any non-compliance issue which is identified. This is so they have assurance that the policy is operating effectively in practice.

The Chief Executive Officer will receive reports containing compliance statistics in respect of domestic heating servicing management performance and ensure compliance is being achieved. They will also be notified of any non-compliance issue identified.

Any overdue LGSR cases will be treated as a critical risk and reported immediately through governance channels.

Any gas-related incidents, carbon monoxide activations or fire-related events linked to heating systems will be investigated and reported in line with RIDDOR and internal procedures.

Westfield will employ a third party to carry out independent audits (minimum of 10%) on a monthly basis. This audit will specifically test for compliance with regulation, legislation and approved codes of practice and identify any non-compliance issues for correction.

Robust Key Performance Indicators (KPIs) are produced and provided at operational level on a monthly basis. Regulatory KPIs are reported to Audit and Risk Committee and the Board quarterly.

Contractor performance and compliance will be regularly monitored and reviewed to ensure standards are maintained

6.0 Legal Framework/References

The Gas Safety (Installation and Use) (Amendment) Regulations 2018 came into force on 6 April 2018 and places a legal duty on landlords to ensure that:

- all gas fittings, appliances and associated flues are maintained in a safe condition;
- annual safety checks are carried out by a competent person;
- records are checked and validated with a copy issued to the tenant;
- Installation work relating to domestic solid fuel, wood, renewables and the associated systems for heating, controls, hot water etc. are subject to building regulations and notifiable work must be dealt with in the appropriate manner.

All solid fuel fittings, appliances and associated flues must be maintained in a safe condition.

Other relevant legislation includes:

- Health and Safety at Work Act 1974
- Gas Safety (Management) Regulations 1996
- Workplace (Health, Safety and Welfare) Regulations 1992
- Construction (Design and Management) Regulations 2015
- Dangerous Substances and Explosive Atmospheres Regulations 2002, Reporting Injuries, Diseases and Dangers Occurrences Regulations (RIDDOR) 2013 and Gas Appliances (Safety) Regulations 1995.
- Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022
- Regulatory Reform (Fire Safety) Order 2005 (as amended)
- Fire Safety Act 2021
- Building Safety Act 2022 (where applicable)
- Electricity at Work Regulations 1989 (for interface with heating systems)

In respect of the above legislation a summary of Association duties includes the requirement to:

- Ensure gas fittings and flues are maintained in a safe condition and that appliances are serviced in accordance with manufacturer's instructions or at least annually (unless otherwise advised by a Gas Safety registered engineer).
- Ensure an annual safety check is carried out on each gas appliance/flue and carry out these checks within 12 months of being installed and at intervals of not more than 12 months since it was last checked for safety.
- Have all installations, maintenance and safety checks carried out by a Gas Safe registered engineer (with LPG, HETAS and Commercial Gas specialisms for solid and LPG fuels as required).
- Keep records for a minimum of two years (retain for the full life cycle of the tenancy/property where possible).
- Issue a copy of the latest Landlords Gas Safety Record (safety check) record to tenants within 28 days of the check being completed or to any new tenant before they move in.
- Maintain Landlords Gas Safety Record (LGSR) for each property under the Association's control and amend the register/spreadsheet in accordance with any changes made to the property (i.e. installation of or removal of gas supply or appliances).
- Ensure at least one carbon monoxide alarm is installed in any room used as living accommodation containing a fixed combustion appliance (excluding gas cookers), and that alarms are tested and working at the start of each tenancy.

7.0 Linked Documents

- [Domestic Heating Procedure](#)
- [Health and Safety Policy](#)
- [Responsive Repairs Policy](#)
- [Void Management Policy](#)
- [Equality and Diversity Policy](#)

To be completed by Corporate Services Officer

Document Control

Business Owner (name & job title)	Helen Timney
Policy Author (name & job title)	Maintenance Manager
Date Reviewed	21 st May 2026
Reviewed By	Board
Next Review Due	May 2027
Effective Date	21 st May 2026

Document History

Date	Version Number	Author	Description of Update
11 th July 2024		HT	Policy and Procedure split into 2 documents.
8 th May 2024		HT	Revision of Policy and Procedure
25 th May 2023	2.0	HT	New gas service contractor, smoke and Carbon Monoxide alarms and all heating systems & Procedure separated from Policy.
12 th May 2025	2.1	HT	Amendments to Roles and Responsibilities and Risk Reporting following Audit recommendations
22 nd May 2026	2.2	HT	Amendments – ‘staff’ to ‘employees’, Operations Manager to Chief Executive Officer and Property Services Officer to Maintenance Manager. Other additions including Legislation, best practice and emphasis on Smoke/CO testing.