# Gas Safety Standard

This Safety Standard should be read in conjunction with the Bromford Flagship LiveWest's Compliance Safety Policy.

## 1 Purpose

1.1 The safety of our customers, colleagues and contractors is at the heart of all we do.

1.2 We are fully committed to ensuring employees, customers and the general public, are not knowingly exposed to any risks that would affect their health and safety.

1.3 We are fully committed to achieving high levels of safety and quality in the services we deliver, providing homes that are safe to standards that reflect legislative requirements and best practice where appropriate.

1.4 Our risk appetite is averse for health and safety risks. We have zero tolerance for actions or omissions that could compromise the health and safety of individuals affected by our operations. We are committed to upholding the highest standards of health and safety compliance, proactively identifying and mitigating risks, and fostering a culture of safety throughout the organisation.

## 2 Standard

2.1 We have dedicated Mechanical & Electrical Management teams, responsible for delivering gas services consistently across the whole business. This team manages all gas installations delivered both internally and through external contractors.

2.2 We maintain Gas Safe registration, which allows us to legally carry out repairs and inspections on gas installations across Great Britain, and we follow the Gas Industry Unsafe Situations Procedure (GIUSP) to ensure all identified risks are assessed and managed in line with recognised industry guidance.

2.3 We only employ engineers who hold valid, current, and recognised gas qualifications. We ensure that these qualifications remain up to date for the duration of their employment with BFL.

2.4 We only appoint contractors to work on gas installations who are registered with Gas Safe.

2.5 We have Gas Safety Procedures that set out in detail how we manage gas installations across our properties. These procedures explain how we carry out inspections, repairs, and maintenance, as well as how we ensure that all work is carried out safely and in compliance with regulations and British Standards.

They also outline how we record inspections, track repairs, and follow up on overdue work, ensuring the ongoing safety and reliability of all gas installations.

2.6 Repairs are completed in line with performance targets. Any reported gas emergency will be treated as a priority, and we will make it safe within 24 hours.

2.7 We carry out annual safety inspections on all gas appliances owned by BFL, in line with the Gas Safety (Installation & Use) Regulations 1998. Customer owned appliances (e.g. cookers) will be visually inspected. To comply with these regulations, inspections are carried out on a 10-month cycle.

2.8 If an unsafe appliance is identified and cannot be immediately fixed, we will isolate the gas supply to the appliance for safety reasons until a repair can be carried out and the appliance can operate safely.

2.9 We follow clearly defined procedures and timescales when contacting customers to arrange safety inspections. Customers are always given the opportunity to rearrange appointments if the scheduled time is inconvenient. All reasonable steps are taken to gain access, and every step is fully recorded.

2.10 Failed access attempts are recorded to demonstrate that all reasonable efforts have been made to gain entry. Where customers are unable to provide reasonable access for required safety inspections or maintenance work, appropriate legal action may be pursued. This option will be considered a last resort and will only be taken after all other practical steps to gain access have been exhausted.

2.11 If we are unable to complete an annual safety inspection within 12 months of the previous inspection, a risk assessment will be undertaken through a case review to decide whether the supply should be capped for safety reasons. Approval will be required at an appropriate level before capping. Approved capped supplies are inspected annually to ensure they remain safely isolated. Supplies will only be uncapped at a customer's request and where it is safe to do so.

2.12 Results of safety checks are recorded securely on a Landlord Gas Safety Record (LGSR). We will provide a copy of the completed LGSR to existing customers within 28 days of the inspection being completed. New customers will receive a copy before they move into the property.

2.13 To comply with The Smoke and Carbon Monoxide alarm Regulations we will ensure a carbon monoxide (CO) detector is installed in any room containing a gas burning appliance or flue. All CO detectors will be tested annually during safety inspections.

2.14 Commercial gas installations will be inspected every six months to ensure they are safe, fully operational, and compliant with all relevant regulations and standards. Any issues identified will be addressed promptly to maintain the safety and reliability of the installation.

2.15 We have a team of dedicated gas engineers that undertake boiler installations. Boilers are replaced only if repair is uneconomical or spare parts unavailable.

2.16 We will work proactively with freeholders or their management companies to obtain evidence that safety inspections have been completed in the communal areas of a building, in line with the relevant regulations and British Standards.

2.17 We keep a register of all properties that have gas appliances and require safety inspections ensuring that this is regularly updated to reflect changes to our stock. This record shows when each inspection was last carried out and when the next one is due. We also maintain a history of all repairs and maintenance completed on our properties, which is kept for future reference.

2.18 We continuously monitor performance, keeping track of the number and percentage of properties with a current safety inspection, as well as the progress of any work on properties where an inspection is overdue.

2.19 In conjunction with our Health and Safety team, we investigate any incidents or near misses and take all necessary actions to prevent them from happening again.

2.20 We employ an independent auditing company to review a minimum of 2% and maximum of 5% completed safety inspections as part of our assurance framework. The auditors chose a random sample.

2.21 We continually review legislation, best practice, and other relevant requirements, and we update this standard at least once a year or sooner if changes occur to ensure it remains current and appropriate.

## Version control

Note: minor updates approved by delegated authority increase version number by 0.1; major updates and formally approved versions increase version number by 1.0.

| Version | Detail | Approved by | Date |
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| **1.0** | First Issue | Customer & Place Committee | 1st April 2026 |