

Aster Group is the overarching brand name of Aster Group Ltd and all of its subsidiaries.

1 Scope

- 1.1 This policy applies to all Aster colleagues, contractors, customers and visitors to Aster premises.
- 1.2 This policy extends to properties owned and/or managed by Aster, except leasehold & shared owner's dwellings unless the provisions are required to maintain safety of the block.
- 1.3 In this policy 'appliance' means any gas, oil or solid fuel appliance and the associated distribution networks where relevant. Solid fuel appliance refers to any appliance which burns a solid material as fuel (eg wood or coal) to cook or to heat or provide hot water to a home. This policy also applies to open fires.

2 Policy Statement

- 2.1 We will ensure, so far as is reasonably practicable, that our customers, visitors, colleagues, and contractors are properly protected from the risks arising from appliances.
- 2.2 We will ensure we are compliant with all relevant legislation, by following the Approved Code of practice "Safety in the installation and use of gas systems and appliances" relating to *Regulation 36 of the Gas Safety (Installation & Use) Regulations 1998 (GSIUR)*.
- 2.3 To achieve this, we will;
 - 2.3.1 Carry out servicing and gas safety checks and produce a Landlord's Gas Safety Record [LGSR] for all properties with a gas supply (even if capped) before the expiry date of the previous certificate.
 - 2.3.2 Carry out gas safety checks and produce a Landlord's Gas Safety Record [LGSR]
 - 2.3.2.1 At every change of tenancy, including mutual exchanges
 - 2.3.2.2 After the installation of new components
 - 2.3.2.3 Pre-occupation of new properties.
 - 2.3.3 Cap off the gas supply in every void property for the duration of the void period (unless otherwise instructed by the Head of Mechanical and Electrical).
 - 2.3.4 Provide residents with LGSRs on completion of safety checks.
- 2.4. Only in date LGSRs will be treated as compliant.
- 2.5. Capping of Gas Supply
 - 2.5.1. The gas supply to a property must be capped on discovery that an open-flued appliance can be used in a room being used as sleeping accommodation.
 - 2.5.2. Capping of gas supply to occupied properties may only take place in the following circumstances,
 - Where triggered by the H&S Incident Procedure or
 - On health and safety grounds where it is believed the dwelling is abandoned or
 - On health and safety grounds, with the tenant's agreement or

Aster Group is our overarching company brand and comprises the following companies and charitable entities. Aster Group Limited, Aster Communities, Synergy Housing Limited, East Boro Housing Trust Limited, Central and Cecil Housing Trust, Enham Trust, 55 London, Aster Foundation, Aster Living, Aster 3 Limited, Aster Homes Limited, Aster LD Limited, Aster Property Limited, Aster Solar Limited, Silbury Housing Holdings Limited, Silbury Housing Limited, Central & Cecil Innovations Limited, and Central & Cecil Construction Services Limited.

- On receipt of a justifiable request, in writing, from the customer

2.5.3. All instances of capped gas in occupied properties will be kept under regular review.

2.6. Oil and Solid Fuel Fired Appliances

2.6.1. Burning solid materials creates smoke and harmful particulates which can be hazardous to the health of the household and neighbourhood. Aster is committed to reducing carbon emissions and to improving the energy performance of customers' homes, while reducing pollution and negative impact on the environment. Due to the increased risk of house fires and fire related injuries presented by solid fuel systems and in line with Aster's commitment to reducing carbon emissions, solid fuel appliances will be phased out. Consideration will be given to replacement with renewable energy sources wherever possible.

2.6.2. Oil and solid fuel appliances, including open fires, will be serviced annually (including a flue sweep).

2.6.3. Solid fuel appliances will always be replaced with an alternative form of heating in the following circumstances:

- when a property is void,
- wherever an increased risk to the customer has been identified
- where an appliance is beyond economic repair or needs replacement
- when a flue needs relining/chimney stack needs replacement.

2.6.4. We will only repair an existing solid fuel appliance where all the following apply:

- it is cost effective to do so and
- it is compatible with our overall investment plan for that home
- there is no additional risk to the customer.

2.6.5. Customers will not be granted permission to install solid fuel appliances and where customers do install solid fuel appliances, they will be asked to remove them at their own expense and return the property to the condition it was in before the installation took place.

Competencies

2.7 We will only appoint contractors from our Approved Suppliers List who are registered with Gas Safe, Oftec or Hetas as relevant

2.8 We will only allow engineers to work on installations, who are:

- Gas Safe registered for gas appliances
- Registered with an appropriate competent person's scheme for oil and solid fuel appliances such as Oftec or Hetas

Roles & Responsibilities

- 2.9 The Chief Executive Officer retains overall accountability for this policy.
- 2.10 The Health & Safety Director is accountable for ensuring the policy is reviewed and updated (Board for EBHT).
- 2.11 The Property Services Director is responsible for policy implementation and ensuring adequate resources are available to meet the policy objectives (CEO for EBHT).
- 2.12 The Property Safety Director is accountable for delivery of the key policy objectives and for achieving the associated targets (Director of Housing Services for EBHT).
- 2.13 The Head of Mechanical & Electrical is responsible for delivery of the key policy objectives and achieving the associated targets including works in Voids and Mutual Exchanges (The Building Safety and Compliance Manager and the Customer Services Manager for EBHT).
- 2.14 The Head of Workspace & FM is responsible for delivery of the key policy objectives and for achieving the associated targets, in Corporate Real Estate.
- 2.15 Housing and Independent Living colleagues will support staff & contractors in gaining access where needed.
- 2.16 Customers are expected to report repairs and grant access when requested

3 Monitoring and Review

- 3.1 Assurance measures will be applied as set out in the current version of the Property Compliance Plan. As a minimum all LGSRs must be independently checked, (of the Engineer completing the record) before acceptance.
- 3.2 Aster will monitor implementation of this policy using monthly performance measures as below:

Measure	Type	Reviewed by
No. of properties with valid LGSR	KPI	GHSP\EB\AGL Board+
No. of communal heating schemes with valid LGSR	OPI	Director of Property Services\Director of Housing Services for EBHT
No. of dwellings with valid LGSR		
No. of oil/solid fuel appliances serviced annually		

- 3.3 The effectiveness of this policy will be continuously monitored, and the embedding of the policy scrutinised after 12 months by the *Group Health & Safety Panel*
- 3.4 This policy will be reviewed every 3 years unless business need, regulation or legislation prompts an early review

4 Related Policies and Procedures

- 4.1 Gas and fossil fuel safety procedure
- 4.2 Aster Group Health & Safety Policy

5 Governance

Effective From:	01/10/2023	Expires:	30/09/2026
Policy Owner:	Health and Safety Director		
Policy Author:	Director of Property Safety		
Approved by:	<i>Group Health & Safety Panel</i>		
Delegation Matrix Reference:	R087	Version Number:	V6.0