



**GAS & OIL  
SAFETY  
POLICY**

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# 1. Policy Statement

- 1.1** This Gas & Oil Safety Policy is to ensure that Eastlight Community Homes (hereafter ‘Eastlight’) meets its requirements under UK legislative, statutory and regulatory obligations.
- 1.2** The Policy applies to employees, involved residents, consultants, Non-Executive Directors, volunteers, representatives of Eastlight and contractors (third parties) engaged to carry out Eastlight duties and manage our data on our behalf and by our instructions. This will be monitored through our procurement and annual contractor reviews.
- 1.3** We are committed to meeting our obligations as a landlord and ensuring gas and oil safety is adequately managed for the safety of our residents and for those visiting our properties.

# 2. Scope

- 2.1** This Policy outlines how we will ensure the safety of people in properties owned or managed by Eastlight which have gas or oil-fired appliances. We aim to protect the health and welfare of the occupiers of our properties as well as residents, visitors, staff, contractors and the public, as far as is reasonably practicable.
- 2.2** It applies to all Eastlight owned appliances in domestic homes except for leasehold and shared ownership properties, where the responsibility for ensuring gas and oil safety within the home is the responsibility of the leaseholder or shared owner. This Policy also applies to all communal areas that are within Eastlight ownership.
- 2.3** This Policy sets out how we will ensure all tenanted properties have a current, in-date Landlord’s Gas Safety Record (LGSR) or CD11 oil safety record, where appropriate.

# 3. Our Commitments

## **3.1 Statutory & Regulatory Reference**

3.1.1 This Policy is designed to ensure Eastlight meets its obligations under the following legislative and regulatory requirements:

- Landlord & Tenant Act 1985
- Housing Act 1988
- Management of Health & Safety at Work Regulations 1999
- Workplace (Health, Safety & Welfare) Regulations 1992
- The Construction Design & Management Regulations 2015
- Building Regulations 2010

- Health & Safety at Work Act 1974
- Gas Safety (Installations & Use) Regulations 1998
- Gas Safety Management Regulations 1996
- The Control of Pollution (Oil Storage) & Building Regulations 2001
- Corporate Manslaughter & Corporate Homicide Act 2007
- Dangerous Substances & Explosive Atmospheres Regulations 2002.

**3.2** Eastlight will be registered and maintain an accreditation via GasSafe for the gas work that we undertake.

**3.3** Any contractor undertaking work or providing services on our behalf must be registered through the GasSafe or OFTEC scheme, or other accredited body.

### **3.4 Our Roles & Responsibilities**

3.4.1 We will assign regulatory duties to suitable positions within relevant departments, ensuring individuals responsible for fulfilling these duties receive proper training and have the necessary authority to execute a safe gas and oil management regime.

3.4.2 Duty Holder: Overall responsibility for health and safety at Eastlight sits with the Board & Executive Management Team.

3.4.3 Responsible Person: Head of Landlord Compliance & Assurance.

### **3.5 Our Commitments**

3.5.1 Individuals managing Eastlight's duty will have appropriate training and have the appropriate authority to deliver safe gas and oil servicing.

3.5.2 In line with Regulation, we will inspect gas boilers every 12 months. We will adopt a best practice approach and inspect oil boilers every 12 months.

3.5.3 We maintain a programme of service inspections, and our attempts to gain access begin ten months after the previous inspection. Where we are unable to gain access, we will follow the No Access Procedure to ensure safety is maintained.

3.5.4 As required by law, we must ensure a property is safe before reletting. All void properties will have the gas system disconnected during the void period. A safety check will be carried out and a valid LGSR issued before a new resident moves into the property.

## **4. Think Customer**

**4.1** At Eastlight, we exist to provide the best possible homes and services for residents.

**4.2** Our 'Think Customer' approach aims to guide and support colleagues whenever they make decisions that affect our residents, directly or indirectly.

**4.3** 'Think Customer' ensures our people fully consider how residents will experience and be impacted by the service we provide. Before acting, our people must think about:

- The short and long-term effects of their actions
- The residents' individual needs and preferences
- Whether their communication is clear, respectful and appropriate
- If they can draw on any past insights or experiences to help them when making tough decisions
- Whether they, themselves, would be happy with the service being provided.

**4.4** The 'Think Customer' model is designed to complement and work alongside all Eastlight policies and procedures, including this Gas & Oil Safety Policy.

## 5. Assurance, Oversight & Continuous Improvement

- 5.1** The organisation maintains a clear “golden thread” of information to ensure landlord compliance and health and safety requirements are managed from operational delivery through to Board oversight.
- 5.2** The effectiveness of this policy is monitored through defined KPIs, agreed and overseen within the Performance Framework, with Board and the relevant oversight bodies determining the measures needed to support effective scrutiny. This aligns with the Board-approved Governance Framework which sets out roles, responsibilities and oversight arrangements for the areas covered by this policy.
- 5.3** An established assurance framework supports the delivery of risk-based assurance plans agreed annually and mapped across first, second and third lines of defence. These plans are reviewed and approved by the Audit & Risk Committee which retains oversight of their delivery and outcomes.
- 5.4** Findings from audits and reviews are reported through appropriate governance routes, including operational groups, Executive Management Team and the Audit & Risk Committee, ensuring timely visibility and accountability.
- 5.5** The organisation is committed to continuous improvement, using insights from audit findings, performance data, complaints, incidents and wider lessons learned to strengthen controls and processes.
- 5.6** This policy will be reviewed periodically, both at defined intervals and in response to emerging risks or changes in regulatory expectations, to ensure it remains effective, up to date and aligned to organisational objectives.

## 6. Equality Impact Assessment

- 6.1** An Equality Impact Assessment (EIA) for this Policy was conducted. As a result, actions have been put in place to mitigate any negative impacts.

**Eastlight Community Homes**

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