



Gas Safety Policy

Version Control

This is version 1 of the Gas Safety Policy, effective from 19/05/2026

Approved by NewArch Homes Board: 19/05/2026

Next Review Date: 19/05/2028

Policy Owner: Georgia Kirby-Watt (Operations Director for NewArch Homes)

This policy applies to residents in NewArch rented homes

This policy has been written using recognised best practice and reflects our current approach at the time of publication.

Our approach to gas safety

At NewArch Homes, your safety and wellbeing are our top priorities. We're committed to making sure every home and communal area is safe, well-maintained, and fully compliant with all legal and regulatory requirements. This policy explains how we manage gas safety in our rented homes and shared spaces, so you know exactly what we're doing to keep you safe.

What this policy means for you

This policy applies to all rented properties with a gas-fuelled heating system managed by NewArch. Our trusted Management Partners and contractors are expected to follow this policy, ensuring a consistent and caring approach for all residents.

These partners confirm their commitment to gas safety and are expected to comply with our policy. NewArch will ensure partners keep us updated on their adherence to the policy by requesting regular reporting on gas safety activities. Periodically, NewArch will review our partners' performance by conducting internal audits.

If there's ever a difference between this policy and your tenancy agreement, your agreement will always take precedence.

Where this policy uses the term 'we or us', it refers specifically to both Management Partners, who are responsible for putting this policy into practice on a day-to-day basis, and NewArch, who will be ensuring this is happening as expected by seeking regular assurance and reporting.

If you need help, have a question, or wish to report an issue, you should always contact your Management Partner in the first instance, as they are your main point of contact for managing your home.

How we manage gas safety

We carry out annual gas safety checks on all appliances and flues in relevant properties, as required under the Gas Safety (Installation and Use) Regulations 1998. These checks are completed by qualified engineers with appropriate gas safety registrations.

We also comply with the Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022, ensuring alarms are installed and regularly tested.

Safety Check Details:

New safety check carried out ideally 11 months before expiry of the last certificate (this will be done within 12 months of expiry)

Annual checks or on change of tenancy, whichever is sooner

Annual gas safety checks will be scheduled according to the due date for the next safety check and up to two months before the LGSR expires.

Any problems identified will be recorded on the safety certificate and issued to the resident. Where the problem is potentially dangerous, the appliance will be disconnected, the supply capped off and attach a 'Danger Do Not Use' warning label.

Where possible, all remedial actions identified during the gas safety check will be completed and confirmed on the LGSR. Where it is not possible, the property should be left in a safe condition

Keeping records and staying compliant

We make sure our managing partners keep accurate, up-to-date records, including:

- List of properties requiring gas safety checks
- Compliance dates for next checks
- Hazards found and remedial actions
- Copies of Landlord Gas Safety Records (LGSRs)
- LGSRs provided to residents within 28 days

We regularly audit our partners and contractors to ensure compliance. Audits may be conducted internally or by independent third parties.

Resident Communication

Residents will be notified of their gas safety check appointments by letter or text. If the appointment is inconvenient, it can look to be rescheduled.

Residents will be notified of upcoming checks and can reschedule if needed. If access isn't granted after three attempts, legal action may be taken as a last resort to ensure safety. If access is not granted after these attempts, Management Partners will refer the case to NewArch, who will make additional efforts to contact the resident and agree an appointment. If NewArch is unable to agree an appointment with the resident and is satisfied the policy has been followed – they will approve commencement of legal action (injunction) to gain access to complete the safety checks. The legal costs that are incurred will be passed back to the resident, unless there are exceptional circumstances.

We will provide residents with accessible information about our obligation to comply with health and safety legislation including that related to gas safety.

What happens if a gas appliance is unsafe

If an appliance is found to be unsafe, it will be disconnected and labelled. Temporary heating will be provided where possible and practical. If a gas leak is suspected, the National Gas Emergency Service should be contacted immediately at 0800 111 999.

Shared Owners & Leaseholders

Shared owners and leaseholders are responsible for having their own gas safety checks completed. They should check the terms of the lease for responsibility.

Equality and diversity

We're committed to making reasonable adjustments to meet the diverse needs of our tenants, ensuring everyone has fair access and outcomes.

Appeals and complaints

If you're not happy with a decision made under this policy, you can appeal using our Complaints Policy.

Policy management and review

Our Board oversees this policy, which is reviewed every two years, or sooner if needed. We'll update it to reflect changes in law or best practice.

To ensure compliance with this policy and legal and regulatory requirements, the following information will be collected from Managing Partners:

- % of domestic properties (with a mains gas supply) with a "pass" LGSR within the last 12 months with evidence and assurance.
- Number of cases where no access process is being followed and legal action taken to gain access.
- Sample audit of no-access process being followed
- Copies of all LGSR certificates
- Upcoming gas expiry volume
- Completion rate for gas repairs

Related policies and documents

This policy works alongside:

- The Regulator of Social Housing's Safety & Quality Standard
- Gas Safety (Installation and Use) Regulations 1998
- Gas Safety (Management) Regulations 1996
- The Landlord and Tenant Act 1985
- The Housing Acts 1985 and 1988
- Health and Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Construction (Design and Management) Regulations 2007
- Building Regulations
- Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022