



**Sparrow**  
Shared Ownership

# Gas Heating Policy

CODE:

VERSION: 1.0

CREATED: February 2025

REVIEW: February 2028

AUTHOR(S): Home Owner Services Manager

# Gas Heating Safety

## 1. Our policy statement

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- 1.1 Sparrow acknowledges and accepts its responsibilities to make sure the safety of people that live in our homes.
- 1.2 As properties are occupied on the basis of shared ownership leases, shared owners are responsible for ensuring that their properties, and the gas installations that they use, are properly serviced and safe. If a shared owner has a question about what they need to do to ensure that their gas installations are safe, Sparrow will provide signposting information.
- 1.3 We will make sure all newly acquired properties have evidence in place to demonstrate that all gas heating and hot water installations meet the required Standards and Regulations where Sparrow is required to do so under the relevant regulations.
- 1.4 Sparrow will provide signposting information to residents when requested on how to address any concerns with gas appliances and the safety procedures to follow, either contacting the national gas emergency service or until the installation has been checked by a Gas Safe registered engineer.
- 1.5 We will periodically inform residents of the importance of gas safety and emergency procedures in the event of gas escape/suspected carbon monoxide, through the provision of information via our website, newsletters, and leaflets.
- 1.6 We will assess and mitigate risks associated with dangerous substances in communal or commercial areas of residential properties. This includes identifying hazards, implementing control measures such as ventilation and safe storage, providing safety information to relevant persons, ensuring emergency procedures are in place, and marking hazardous areas where explosive atmospheres may form.

## 2. The scope of this policy

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- 2.1. This policy applies to all properties that are owned and managed by Sparrow, the common parts of the buildings in which they are located and any other properties where Sparrow has a legal interest.
- 2.2. Where Sparrow does not hold responsibility for completing the gas safety maintenance and inspections e.g. where such obligations (legally or contractually) sit with a Managing Agent or a landlord, we will use all reasonable options available to us to obtain documentary evidence of compliance and will retain copies within our electronic records.
- 2.3. We do not undertake testing, maintenance and/or replacement of any gas safety equipment for Shared Owners, but we will periodically communicate with them to remind them of the importance of undertaking these checks.

### 3. Equality and diversity

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- 3.1 Sparrow Shared Ownership is committed to making sure all services are accessible to our customers. Our employees will be trained to make sure they communicate appropriately with customers and that they have the relevant information.
- 3.2 This policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other protected characteristic defined within the Equality Act 2010.
- 3.3 On request, we will provide translations of all our documents, policies and procedures in various languages and formats including braille and large print.

### 4. Policy review

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- 4.1 We will review this policy at least once every two years to make sure it remains relevant and accurate unless:
- Legislation/regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice
  - We identify any problems or failures in this policy as a result of customer and stakeholder feedback, complaints, or findings from any independent organisations.

VERSION	CHECKED BY	AMENDMENTS	APPROVED AT/BY	DATE OF APPROVAL	PUBLISHED BY	DATE OF REVIEW
1.0				Apr 2025		Apr 2028