

Report to: Policy & Performance Improvement Committee – 13 April 2026

Director Lead: Suzanne Shead, Director - Housing, Health & Wellbeing

Lead Officer: Wayne Fox, Business Manager - Building Safety & Asset Investment

Report Summary	
Report Title	HSG Policy - The Gas Meter Make Safe Policy
Purpose of Report	This policy has been developed to set out our approach to managing Newark & Sherwood District Council's (NSDC) Gas Safety and is in addition to the Heating & Gas Servicing Policy. This Policy is one of a suite of policies that cover all aspects of compliance and these policies are designed to ensure that NSDC has a robust approach to compliance and customer safety. This is a new policy which will be aligned to current legislation, regulation and industry best practice to ensure that the services delivered in line with the Policy are both effective and efficient.
Recommendations	That the Policy & Performance Improvement Committee: <ul style="list-style-type: none"> a) note and endorse the Gas Meter Make Safe Policy to ensure legal compliance and improved service delivery in line with legislation, regulation and industry best practice; and b) recommend approval of the Policy to Cabinet.
Reason for Recommendation	The Policy has been developed to align with organisational responsibilities, legislation and industry standards.

1.0	<u>Background</u>
1.1	The Gas Meter Make Safe Policy (attached as Appendix 1) has been designed to align with the Property Safety & Compliance Check Management Policy. This Policy updates and strengthens access procedures, documentation requirements, tenant engagement processes and gas meter isolation procedures to ensure compliance with GSIUR and GIUSP.
1.2	The Policy is designed for difficult access occurrences where all reasonable attempts have been made and the customer continues to refuse to engage with NSDC.

1.3	The Policy is also intended to address and flush out issues surrounding vulnerabilities with tenants and protect all residents from the risks of unsafe gas appliances by, where applicable and appropriate, making safe external gas meters.																																
1.4	<p>This is a formalised Policy of the actions to be taken prior to making the external gas meter safe when:</p> <ol style="list-style-type: none"> 1. Access has been refused several times 2. Reasonable adjustments have been attempted and a risk assessment undertaken 3. A formal 24–48-hour legal notice was issued 4. The action is required to remove a safety risk 5. Disconnection/capping occurs only at external locations (meter/ECV) 6. A Gas Safe Registered Engineer completes the work 7. Continued communication and support to the tenant 																																
2.0	<u>Proposal/Options Considered</u>																																
2.1	It is proposed that the Gas Meter Make Safe Policy be agreed and forwarded to Cabinet with a recommendation for approval and implementation in order to reduce any risk to residents from potentially unsafe appliances.																																
2.2	The other alternative is to do nothing and accept the risks.																																
3.0	<p><u>Implications</u></p> <p>In writing this report and in putting forward recommendations, officers have considered the following implications: Data Protection; Digital & Cyber Security; Equality & Diversity; Financial; Human Resources; Human Rights; Legal; Safeguarding & Sustainability and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.</p>																																
	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="4" style="text-align: center;">Implications Considered</th> </tr> <tr> <th colspan="4" style="text-align: center;">Yes – relevant and included / NA – not applicable</th> </tr> </thead> <tbody> <tr> <td>Financial</td> <td style="text-align: center;">NA</td> <td>Equality & Diversity</td> <td style="text-align: center;">NA</td> </tr> <tr> <td>Human Resources</td> <td style="text-align: center;">NA</td> <td>Human Rights</td> <td style="text-align: center;">NA</td> </tr> <tr> <td>Legal</td> <td style="text-align: center;">NA</td> <td>Data Protection</td> <td style="text-align: center;">NA</td> </tr> <tr> <td>Digital & Cyber Security</td> <td style="text-align: center;">NA</td> <td>Safeguarding</td> <td style="text-align: center;">NA</td> </tr> <tr> <td>Sustainability</td> <td style="text-align: center;">NA</td> <td>Crime & Disorder</td> <td style="text-align: center;">NA</td> </tr> <tr> <td>LGR</td> <td style="text-align: center;">NA</td> <td>Tenant Consultation</td> <td style="text-align: center;">NA</td> </tr> </tbody> </table>	Implications Considered				Yes – relevant and included / NA – not applicable				Financial	NA	Equality & Diversity	NA	Human Resources	NA	Human Rights	NA	Legal	NA	Data Protection	NA	Digital & Cyber Security	NA	Safeguarding	NA	Sustainability	NA	Crime & Disorder	NA	LGR	NA	Tenant Consultation	NA
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	<u>Financial Implications - FIN25-26/8201</u>																																
3.1	There are no financial implications arising from this report.																																

	<u>Legal Implications LEG2526/157</u>
3.2	By virtue of the terms and conditions of the tenancy agreement, tenants must allow access for certain reasons including gas servicing. Failure to comply with such an obligation is a breach of contract which can be remedied by way of injunction proceedings which means the court may order the tenant to comply with their tenancy and allow access to the Council.
3.3	Capping the gas needs careful consideration and should only be used in emergency situations. There are risks in taking this action where there are other alternative options available and whereby it is not an emergency and leaves the Council open to criticism and legal challenge.
3.4	The Protection from Eviction Act 1977 provides that the landlord of a residential occupier shall be guilty of an offence [criminal] if...interfere with the peace or comfort of the residential occupier or members of his household, or persistently withdraws or withholds services reasonably required for the occupation of the premises". If a person is guilty of an offence under this section – they risk summary conviction, fine and/or imprisonment. If committed by a body corporate with consent of manager, both body corporate and manager shall be guilty and punished accordingly (s1(6)). An offence is not committed if there are reasonable grounds for doing the act or withdrawing the service.
3.5	Article 8 rights under the Human Rights Act 1998 may also be engaged whereby public authorities mustn't prevent tenants from entering or living in your home. They also have the right to enjoy their home peacefully without intrusion by a public authority. Capping the gas is a significant intrusion without sufficient justification. S27BA of the Housing Act 1985 provides that the Secretary of State may make regulations for imposing requirements on local authorities to consult tenants. Any consultation should be carried out in accordance with the relevant Regulations.
	<u>Tenant Consultation</u>
3.6	Tenants were consulted on the proposed Gas Meter Make Safe Policy through written feedback. Overall, tenants felt the policy was clear, comprehensive and proportionate in addressing gas safety risks, with strong support for the underlying priority of keeping tenants, visitors and neighbouring households safe. Tenants welcomed the structured approach and provided constructive feedback, including the importance of supportive and clear communication, early engagement and reassurance, and checks to confirm genuine non-access before enforcement action is taken. Suggestions were also made to strengthen the process, such as providing additional context within letters, using accessible communications (including videos), and giving clear information regarding standing charges and support for tenants whose gas supply may remain capped for longer periods.

	<u>EQIA Completed with Tenants</u>
3.7	A facilitated EQIA session was carried out with tenants to further understand the potential impacts of the policy on tenants with protected characteristics. Tenants highlighted a range of equality considerations, including the potential impact on elderly tenants, households with young children, people who are neurodiverse, visually impaired, experiencing ill health, or affected by domestic abuse. Tenants also raised concerns about the emotional impact of the warning letter process and signage, which could cause distress or feelings of judgement or stigma. The discussion reinforced the importance of sensitive language, tailored communication, and individual tenancy-based EQIAs where cases progress to capping. Tenants also recognised the positive impact of the policy in securing safety for tenants, visitors and neighbours, and the opportunity for earlier support for households where vulnerabilities are identified.
Background Papers and Published Documents	
Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.	



Gas Meter Make Safe Policy - Housing

Newark and Sherwood District Council

Management Policy Document

March 2026

Approved by:	Date: March 2026
Maintained by: Business Manager Building Safety & Asset Investment	
Next review date: March 2029	

VERSION CONTROL: 001	
DATE OF LAST REVIEW	February 2026
REVIEW REASON:	New Policy
ASSESSED BY:	N Emery
AMENDMENTS & INCLUSIONS	New Policy

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1. Abbreviations

PSCC/MP	- Property Safety and Compliance Check Management Policy
PSCC/C	- Property Safety and Compliance Check Contractor
PSCC/CC	- Property Safety and Compliance Check Contractor Champion
PSCC/GS	- Property Safety and Compliance Check Gas Surveyor
PSCC/L	- Property Safety and Compliance Check Lead
PSCC/ES	- Property Safety and Compliance Check Electrical Surveyor
NSDC	- Newark and Sherwood District Council
HO	- Housing Officer(s)
BAS	- Business Administrative Services
GSIUR	- Gas Safety (Industry and Use) Regulations 1998 as amended
GIUSP	- Gas Industry unsafe situations procedure (IGEM/G/11 Edition 2)
ACOP	- Approved Code of Practice
DLO	- Direct Labour Organisation
HETAS	- Heating Equipment Testing and Approval Scheme
OFTEC	- Oil Firing Technical Association

2. Key Responsibilities

- 2.1 Newark and Sherwood District Council (NSDC) are fully committed to meeting all relevant statutory and regulatory requirements, including best practice standards in the housing sector, ensuring continual improvement in compliance performance. NSDC compliance target for all HRA properties is 100% across all areas of compliance, and Legal intervention is the last resort as NSDC endeavour to make reasonable adjustments and work with their tenants to fulfil their obligations as a landlord.
- 2.2 NSDC requires all managed properties to undergo a Property Safety and Compliance Check to fulfil its responsibilities as a landlord. NSDC treats Gas Safety as a critical aspect of its role as a Social Landlord, prioritising the protection of tenants, their families, and neighbouring properties, especially in situations where completion of the Gas Safety Check is not possible. Qualified Gas Safe Registered Engineers perform the Gas Safety Check, ensuring both the operational safety of gas appliances and their ongoing suitability for use.
- 2.3 NSDC have a robust procedure in place as outlined within this document. Whilst the process is robust in arranging access with our tenants, NSDC are still faced with several tenants' refusing entry despite reasonable adjustments made by NSDC to accommodate the needs of the tenant.
- 2.4 The purpose of this Policy is to outline the access procedure the Compliance Team and Housing Team will adhere to prior to making external gas meter's safe.
- 2.5 Additionally, this Policy outlines the continuing support provided by NSDC to our tenants to get the gas appliances reinstated and safe for use.

3. Gas Meter make safe procedure

- 3.1 NSDC require the PSCC/C to conduct PSCCs during core hours of 8:00 to 17:30 Monday through Friday and offer a limited number of out hours appointments outside of core hours in evenings and at weekends. The PSCC/C will be tasked to make out of hours cold calls on demand, visiting difficult to access properties where all other attempts have been unsuccessful.
- 3.2 The PSCC/C is to formally write to the tenant along with alternative methods of communication such as SMS, telephone calls, and to take into account any reasonable adjustments to complete the Gas Safety Check.
- 3.3 The access procedure requires the PSCC/C to send 'Letter 1' with a minimum of 14-days in advance of the appointment providing sufficient notice, and the PSCC/C will ensure that the tenant is informed a minimum of 7-days in advance of the forthcoming appointment. The letter will detail what the PSCC will undertake, and the PSCC/C will provide contact details to alter the proposed appointment to a preferential date and time.
- 3.4 Where access is not achieved and no alternative appointment has been made, the PSCC/C will record this failed access by posting a "tenant out card" and take photographic evidence. The PSCC/C is contracted to send a minimum of three appointment letters, and each letter is to provide 7 calendar days' notice prior to the next appointment. Whilst NSDC will endeavour to work with tenants to arrange a convenient appointment date NSDC cannot arrange an appointment outside the PSCC service window. On each occasion where access has failed the PSCC/C is to provide evidentiary documentation.
- 3.5 The PSCC/C following the third failed attempt will adhere a label (Document Sample 1) across the doorframe and door detailing that the appliance is un-serviced along with contact details. The PSCC/C will inform NSDC of the failed appointment.
- 3.6 On receipt of the failed access the PSCC/GS will communicate to the HO and BAS to start contacting the tenant until the successful completion of the PSCC. All forms of contact will be recorded within NSDC's Housing Management System and made available for evidentiary purposes to include telephone calls, SMS, emailing, contacting NOK, and cold calling attempts.
- 3.7 The PSCC/GS will manage, and review contact attempts made by both the HO and BAS teams with a view to serve a written 24-hour notice to the tenant on the 7th day following it being passed back to NSDC.
- 3.8 The PSCC/GS will ensure that sufficient attempts to the tenant have been made by the HO and BAS teams, and that the EAA form (Document Sample 4) has been completed and that all reasonable adjustments have been made to communicate with the tenant.
- 3.9 Once the PSCC/GS has reviewed contact attempts they will communicate with the HO confirming that both Teams are satisfied that all reasonable attempts have been made and are demonstrable. Both the PSCC/GS and the HO will complete the pro-forma (Document Sample 5) to this effect, and the PSCC/GS will issue the 24-hour notice for execution on the following day.

- 3.10 At the time of the execution of the 24-hour notice the Gas Meter Make Safe Letter (see Document Sample 2) will be prepared to be issued if access is not achieved and the external gas meter is made safe.
- 3.11 Where access is not achieved as per the written and posted 24-hour access request PSCC/C will make the gas meter safe by sealing the gas meter and labelling the installation at the point of entry accordingly and they will issue a Warning Notice detailing this action.
- 3.12 The PSCC/GS will record this action within NSDC's Housing Management System, and this will be monitored by both the PSCC/GS and the HO team on the failed access spreadsheet.
- 3.13 The HO Team will continue to cold call the property in an attempt to communicate with the tenant and address the ongoing breach of tenancy. The HO Team will assess the required action to be taken where tenants choose not to engage with NSDC. A further visit will be booked with a gas safe engineer to visit the property 1 week after capping the meter to check on the customer and that the gas meter cap is still in situ and safe.
- 3.14 The tenant will receive communication from NSDC (Document Sample 3) requesting the tenant to contact NSDC to test and confirm the safe operation of the gas appliance within their home. The letter signposts the tenant to financial support that they may be able to access. The HO Team will continue trying to access the property to undertake the PSCC and a property inspection.

4.0 Policy Review

- 4.1 NSDC will review this strategy on a three yearly basis or as required following:
- New legislation.
 - Emerging best practice.
 - Day to day operational issues.

5.0 Equality & Diversity

- 5.1 This Policy will be applied in a way which ensures equality of treatment for all customers without discrimination, or victimisation on account of any protected characteristic as defined within the Equality Act 2010.
- 5.2 In drafting this policy NSDC has had regard to its Public Sector Equality Duties under s149 of the Equality Act 2010, namely the need to:
- Eliminate discrimination, harassment, victimisation, and any other conduct that is prohibited under the Act.
 - Advance equality of opportunity between people who share a relevant protected characteristic and persons who do not share it.
 - Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

5.3 The policy pays regard to diversities around access to and delivery of any services. On request NSDC will provide translations of all its documents, policies and procedures in various languages and formats including computer disc, large print, and tape.

6. Privacy Statement

6.1 All information provided will be treated in compliance with the Data Protection Act 2018, the Freedom of Information Act 2000, the Privacy and Electronic Communications Regulations 2003 and other relevant legislation. We will keep your information for the minimum time necessary.

6.2 NSDC may wish to share the information you supply with local or national Government Departments and other organisations. If you do not wish NSDC to share your information, you should decline to provide the personal information requested. We will only share your information with other organisations if we are required to by law. We will not use your information for marketing purposes without your consent. Your personal data will be stored securely.

6.3 Your rights under the Data Protection Act will be respected when we access information held about you.

6.4 If you require any further information, please contact Newark and Sherwood District Council on 0845 258 5550.

URGENT SAFETY WARNING UN-SERVICED APPLIANCES

(Gas, Solid-Fuel, Oil, LPG and Smoke Alarms)

Our records show that the appliances in your home have not been serviced recently. These appliances must be inspected by a qualified professional to ensure they are safe to use.



ACTION REQUIRED IMMEDIATELY



To arrange a safety check, please contact:
Newark and Sherwood District Council Repairs Team:



01636 650000, press option 4

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<<CUSTOMER NAME>>
<<ADDRESS 1>>
<<ADDRESS 2>>
<<ADDRESS 3>>
<<POST CODE>>

Newark and Sherwood District Council
Castle House
Great North Road
Newark, Nottinghamshire
NG24 1BY
www.newark-sherwooddc.gov.uk
Your ref:
Housing Maintenance and Asset
Management
00000 000000
norman.emerv@newark-sherwooddc.gov.uk
<<INSERT DATE SENT>>

Dear <<Customer Name>>,

**** NO ACCESS ALLOWED FOLLOWING NEWARK AND SHERWOOD COUNCIL'S 24 HOUR WRITTEN NOTICE. ****

I write regarding the above and would confirm that no access was provided into your home in accordance with the 24 Hour Notice of Access request, at the specified time, as detailed on the hand delivered letter <insert date> to allow us to complete the essential Annual Gas Service and Safety Check.

As a result of your failure to provide access to your home, your gas central heating and/or gas cooker has been isolated from the gas supply. This action was taken to ensure the safety of you, your household, and your neighbours, as unserviced gas appliances can pose a significant risk. Consequently, these facilities are temporarily unavailable until access is granted, and servicing can be completed.

It is imperative that these services are restored immediately and without further delay. I would therefore request that you contact Newark and Sherwood District Council on telephone number 01636 650000 when access to your home can be provided, with sufficient funds available on the gas meter, and we will arrange for a Gas Engineer to attend to your home to complete the outstanding essential Gas & Safety Check.

Should you be experiencing financial hardship, which is preventing you from maintaining credit on your gas meter, please contact your housing officer who will be to assist you with sourcing advice around maximising your income and budgeting. Please contact them on 01636 65000.

Should you require any further assistance with this matter then please do not hesitate to contact me on telephone number 01636 650000 or alternatively email us at compliance@newark-sherwooddc.gov.uk.

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<<CUSTOMER NAME>>
<<ADDRESS 1>>
<<ADDRESS 2>>
<<ADDRESS 3>>
<<POST CODE>>

Newark and Sherwood District Council
Castle House
Great North Road
Newark, Nottinghamshire
NG24 1BY
www.newark-sherwooddc.gov.uk
Your ref:
Housing Maintenance and Asset
Management
00000 000000
craig.linacre@newark-sherwooddc.gov.uk
<<INSERT DATE SENT>>

Dear <<Customer Name>>,

**** URGENT ACTION REQUIRED – HEATING, DAMP AND MOULD PREVENTION. ****

Under Awaab's Law, Newark and Sherwood District Council must act promptly to prevent hazards such as damp and mould, which can arise when homes are underheated. These conditions pose serious health risks to you and those you live with and can damage your home.

We require you to use the installed central heating system and ask that you contact us immediately once you have fuel available so we can reinstate your heating and complete the essential Safety Checks.

Failure to heat your home sufficiently can lead to condensation, damp and mould, which is harmful to your health and may result in further action under housing safety regulations.

Please contact Newark and Sherwood District Council on 01636 650 000 when access to your home can be provided and sufficient fuel is available.

If you are experiencing financial hardship, help is available:

- Fuel Vouchers for prepayment meters
- Warm Home Discount (£150 off electricity bills)
- Cold Weather Payments during freezing conditions
- Citizens Advice for grants and budgeting support

For advice or assistance, please speak to your housing officer on 01636 650 000 or email compliance@newark-sherwooddc.gov.uk.

We will continue to contact you until your heating system is reinstated.

Yours sincerely,

Gas Surveyor

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Equality Act Assessment

<u>Names of Tenant(s):</u>	
<u>Property Address:</u>	
<u>Property Type:</u>	
<u>NOSP/NTQ/NOPP:</u>	
<u>Household Composition:</u>	
<u>Date(s) of Birth:</u>	

<u>Circumstances of Tenant (to be completed by Senior Housing Officer)</u>	
1. Does the tenant have some form of impairment?.	
2. Is it long term?	
3. Does it affect normal day-to-day activities?	
4. Do the alleged actions arise as a consequence of the impairment?	
5. What help/support/treatment or medication is the tenant receiving?	

Name: _____

Job Title: _____

Signed: _____

Dated: _____

<u>Proportionality (to be completed by Compliance Officer)</u>	
1. Has the health of a third party already been damaged?	
2. Is the safety of a third party at risk?	
3. Is the action proposed action appropriate and necessary?	
4. Have other measures been considered or tried?	

Conclusion:

The action proposed is reasonable and proportionate taking into account the personal circumstances of the Defendant, the action already taken and the information held by the Council. The injunction proceedings are a proportionate means of achieving a legitimate aim.

Name: _____

Job Title: _____

Signed: _____

Dated: _____



Gas Meter Make Safe Proforma

The Gas Meter Make Safe Proforma confirms that all reasonable attempts as laid out within the Gas Meter Make Safe Policy have been complied with and the external gas meter will be made safe on the execution of the issued 24-hour notice.

Tenant Name(s)	
Address	
Post Code	
Date and Time 24-hour notice issued	
Access Procedure has been satisfied and recorded on Open Housing Software's CRM system.	
Appointment Letters	
EAA	
Telephone Calls	
SMS	
Stickered	
Cold called	

Gas Surveyor's Signature

Date

Housing Officers Signature

Date