

YOU SAID, WE DID

GAS SAFETY POLICY 2024

Thank you to everyone who took part in the consultation on our new Gas Safety Policy. We had 55 responses from residents to our online survey about the draft policy. The feedback has been invaluable in shaping our new Gas Safety Policy. Here is how we have responded to your suggestions:

You said

We did



“Gas Engineers should always have their Photo ID visible before entering the property”



We held a ‘toolbox talk’ training session where we reminded Gas Engineers and all operatives to always clearly display their ID badge.



We are including an article within ‘Your Home Matters’, our tenant newsletter, to remind tenants to request to see identity cards before letting Stroud District Council employees and contractors enter their home.



“Most local authority tenants would not have the funds spare to pay to service their own appliances yearly”



Stroud District Council have a Tenant Support Fund to help provide financial assistance to tenants in need of support. Tenants can contact their Housing Officer to discuss applying for this Fund.



As part of the process of setting up new tenants in their home, our lettings team advise tenants on what the Council is responsible for and what tenants are responsible for. We have clarified the advice we give to new tenants on gas appliance servicing.



“Tenants shouldn’t be penalised and treated poorly if they miss an appointment due to work.”



We have developed a new Gaining Access Policy to set out responsibilities for allowing access, and the escalation process that the Council will go through to access properties to carry out essential safety checks.



“It is difficult for me to get to the communal garden because of steps and paths without rails”



We are planning a project to create more accessible gardens to enable tenants to enjoy improved access to green spaces.

The Gas Safety Policy for Stroud District Council sets out our principles for compliance with all aspects of gas safety within Stroud District Council housing stock. We have a statutory responsibility to tenants and staff to ensure that all gas installations are safe and that all gas related work undertaken by, or on behalf of, SDC is completed safely. Your feedback has helped shape how we will achieve this.

Other Ways to Get Involved!

There are lots of ways for you to get involved and have real influence on the types of services we provide and the role we play in your community.

Your views matter to us and there are several ways in which you can have your say or get involved. If you would like to get involved please contact the Resident Engagement Team resident.involvement@stroud.gov.uk or call 01453 766 321. Thank you