

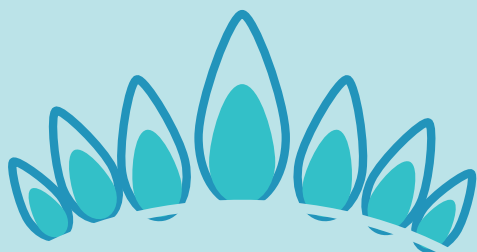


# Gas safety

In the right hands, gas is safe, but badly fitted and poorly serviced gas appliances can cause gas leaks, fires, explosions, and carbon monoxide poisoning in your home.

## Here you'll find all you need to know about:

- The risks of gas in your home
- How we will help to keep your home and your community safe
- What you can do.



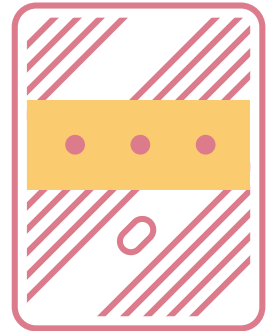
## What are the risks?

- If your boiler, cooker or other gas appliances are not regularly checked and maintained, you and others could be at risk of gas leaks and fires
- Gas leaks can lead to explosions, which can kill
- Gas boilers, fires and cookers that aren't working safely or have poor ventilation could produce carbon monoxide gas. You can't smell, taste or see this gas, but it can make you very ill and even cause death. This risk can be avoided if your gas appliances are checked and serviced regularly.



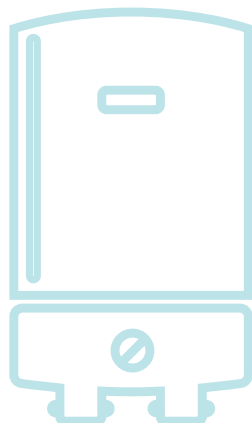
# What you can do to keep safe

- Your annual gas safety check is important for you and your family's health and safety, so please let us into your home for your appointment
- Make sure you have an audible carbon monoxide alarm fitted in your home
- If you have payment meters, please make sure you have enough credit on both your gas and electric meters for these safety tests to be carried out – you'll need a minimum of £2
- If you can't make your appointment, please let us know as soon as possible so that we can arrange to visit you another time
- Don't use any gas appliances if you don't think they're working properly. Let us know straight away if you're worried
- Arrange for your own gas appliances, like your cookers, to be regularly serviced and checked, and only use a Gas Safe engineer to do this work
- Never cover a gas appliance or block air vents or grills, air bricks and outside flues
- Take some time to read up on carbon monoxide, so that you can recognise the symptoms of carbon monoxide poisoning, and know what to do if you suspect a gas leak in your home. Read on to find out more about this
- Report any problems immediately. You can call us on **08458 729 729**, or if you think there is immediate danger, call the **Gas Emergency Helpline on 0800 111 999**.



## Code of Conduct

We have a Code of Conduct that sets out the behaviour expected by our contractors carrying out work in your home. This includes how they should treat you and your home, and the need for them to clean up after any work.

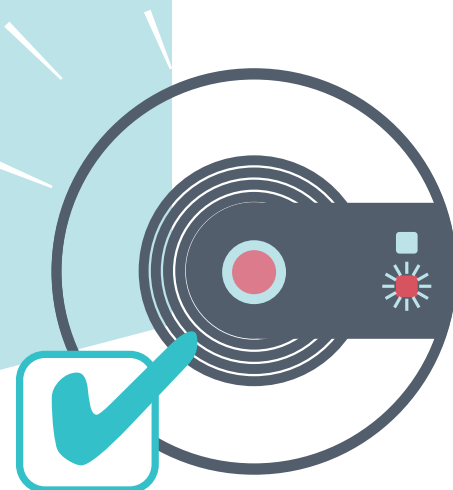


## As part of the service we will:

- Give a minimum of 30 days' notice of the appointment to carry out a gas safety inspection and service. We'll call you to arrange this
- Mutually agree appointments with you
- Give you two weeks' written notice of the mutually agreed appointment
- Give you a copy of the gas safety certificate and place a dated inspection and service reminder sticker on your boiler
- Make sure contractors are polite, wear uniforms and carry identification and name badges
- Carry out resident satisfaction surveys once the work has been completed, analyse the results, feedback our findings and use this information to improve the service we provide
- Check all smoke and carbon monoxide alarms in your home at the time of the appointment.

## What we will do to keep your home safe

- If we own your boiler and other gas appliances, we'll carry out a safety check once a year to make sure they're working safely. It's a legal requirement for us to do these checks and we use a Gas Safe registered engineer to do this work
- We'll also check any gas pipework and meters during the visit and, if you have one, we'll check your carbon monoxide alarm
- We'll repair gas appliances owned by us, if needed, and we'll give you advice about any appliances that you own. This is so you can arrange your own repairs if necessary
- We'll give you a copy of your gas safety certificate, once the checks have been done
- We'll give you advice on the action to take in a gas emergency. If you're a new resident, you'll get a copy with all other documents when you sign your tenancy agreement.



### How do we arrange and carry out a safety check?

We'll call you to arrange an appointment for your gas safety check and service. We'll then give you two weeks' written notice of the appointment. We'll offer flexible appointment dates and times, and agree your appointment with you.

If you can't make your appointment, please call us as soon as possible on **08458 729 729** to rearrange it.

A contractor working on our behalf will carry out the gas safety check in your home. You should ask them to provide proof of their identity (ID) before you let them into your home.

If we don't get access to your home once every 12 months, we'll need to take the appropriate legal action to enter your home. This is for the safety of you, your family and your neighbours.



Appliances that are serviced regularly are less likely to break down and will run more cost effectively. Just think of the inconvenience when your heating system breaks down unexpectedly leaving you with no heating or hot water...!

### External audits

We employ an independent auditor to carry out checks of our contractors' work. Our auditor may contact you to arrange this inspection no more than 30 days after the service visit.

## Top tips

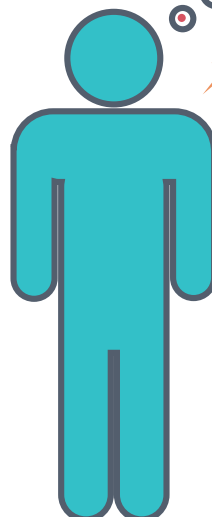
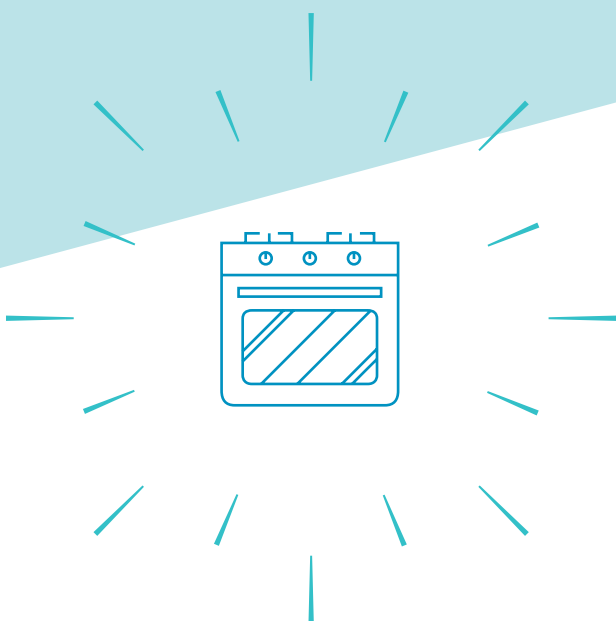
### What to do in a gas emergency:

1. **Turn off the gas supply** at the gas meter emergency control valve
2. Put out any **naked flames**
3. **Open windows**
4. **Don't use switches or anything electrical**
5. **Don't smoke**
6. Call the **gas emergency helpline – 0800 111 999**

**Gas Emergency  
Helpline  
0800 111 999**

### The symptoms of carbon monoxide poisoning:

- Headaches
- Dizziness
- Nausea
- Breathlessness
- Collapse or loss of consciousness
- Symptoms which disappear or get better when you leave home and come back when you return
- People (and animals) experiencing the same symptoms at the same time.





## The top four warning signs that your appliances may not be working properly:

- The flame on your gas cooker should be crisp and blue. **Lazy yellow or orange flames** mean you need to get your cooker checked
- You may see **soot or black marks or staining** around or on gas appliances
- Your **pilot lights** may go out frequently
- You may see increased **condensation inside** your windows.

Call us  
**08458 729 729**

**Gas Emergency  
Helpline  
0800 111 999**

## What to do if you suspect carbon monoxide poisoning or if your carbon monoxide alarm sounds:

- Get **fresh air** immediately. Open doors and windows, turn off gas appliances and leave the house
- See your **doctor immediately or go to hospital** - let them know that you suspect carbon monoxide poisoning. They can do a blood or breath test to check
- If you think there is immediate danger, call the **Gas Emergency Helpline on 0800 111 999**
- Get a **Gas Safe registered engineer** to inspect your gas appliances and flues to see if there is a dangerous problem
- Call us on **08458 729 729**.