



Gas safety and servicing

A guide to gas safety in your home
and servicing gas appliances

COMMUNITIES ♦ HOMES ♦ PEOPLE

Gas safety and servicing

We are legally required to service all gas heating and hot water systems in your home every year to ensure they are in a safe and efficient working order. A faulty gas appliance can produce carbon monoxide, which is hazardous to you and your family's health, and may be fatal. The information in this leaflet provides general gas safety advice and explains what you can expect from a safety check or service.

Gas Safe Register

Any work to gas appliances has to be conducted by a trained and accredited engineer listed on the Gas Safe Register (formerly known as CORGI registered). All of our engineers, and those employed by the contractors we use, are qualified to carry out gas servicing checks to your home.

Gas servicing

As your landlord we have a legal duty to ensure your health and safety by carrying out safety checks on all gas appliances. We guarantee qualified engineers will service your gas central heating systems and appliances, by appointment, once a year.

We will write to you with an appointment date and time giving you at least seven days notice. If you cannot make the appointment please call us on 0800 953 1447 or 0845 155 3000 to rearrange. If you miss two appointments we will take legal action to gain access to the property. Any repairs that are not an emergency may be refused or cancelled until the gas safety check has been completed.

A Gas Safe Registered engineer will present a photo ID card with a personal licence number, business registration number, the start and expiry date of the card and a security hologram.



Details of what work they are qualified to carry out will be on the reverse of the card. The appointment will take approximately 30-45 minutes and will include:

- Servicing the gas boiler and any gas fires. The gas rate will be recorded and adjusted if required;
- Checking and inspecting all heating and hot water controls to make sure they are operating correctly;
- Checking the mains smoke alarm. If it is not operating correctly an appointment will be booked to repair or replace the alarm;
- Checking the carbon monoxide detector (where fitted). If it is not operating correctly, or is over four years old, an appointment will be booked to replace it;
- Testing all gas pipes, this is called a 'tightness test';
- Visual inspection of your gas fires and cooker; If any faults are found and classed as dangerous you will be informed and the gas fire or cooker will be disconnected. **Please note it is your responsibility to replace your appliances.**

We will also:

- Supply you with a valid copy of a gas safety certificate within seven days of the service;
- Replace our central heating boilers that are outdated or uneconomical to repair with an up-to-date and more energy efficient appliance.

Moving home

Before you move into your home we will carry out a gas safety check and service to ensure all gas appliances are in a safe working order. You will need to choose a gas and electricity supplier and register with them. If the property has a pre-payment meter, they will post you your token or payment card. If the meter has a previous debt, we may not have completed a service. A sealing disk will have been put in the gas meter to prevent you from using it and a warning label attached to the gas boiler. If a service has not been carried out (this will be obvious from the certificate provided to you) contact us on 0800 953 1447 or 0845 155 3000 and request a 'de-disk' and gas service.

Gas meters

Gas meters are the responsibility of your supplier. We are unable to carry out repairs or maintenance to your gas meter. If you are having a problem with your gas meter, contact your supplier to report the fault.

Gas fires

We have no responsibility for replacing faulty gas fires or repairing gas appliances that are owned by you. If you have your own gas fire the chimney will be visually inspected and tested. If your gas fire is found to be unsafe after a visual inspection it will be disconnected and a warning label attached.

Gas carcass (internal gas pipe)

For homes where there are no gas appliances owned by us we will check the internal gas pipes. A gas tightness test will be carried out and a certificate issued by the gas engineer.

A visual check on appliances owned by you will also be carried out. If the appliance is deemed to be unsafe, it will be isolated, made safe and a warning label attached.

On completion of the service you will be asked to:

- Sign an electronic CP12 Gas Safety Certificate. A paper copy will be sent to you by post within seven days;
- Return a customer satisfaction survey.

Pre-payment meters

If your property has a pre-payment meter, you will have to top up your credit. Your supplier can provide you with a list of places where you can get credit. If you have used all your emergency credit, when you pay to top up your gas card, the emergency credit will be taken off your first payment. Any additional credit will then be added on.

If you have no gas at any gas appliance, and you are on a pre-payment meter, check that you have credit.

If you smell gas

It is important that you know where to find the gas safety valve in your home. In an emergency you may need to switch off the gas supply to your home.

If you smell gas:

- Turn off the supply by moving the valve to the OFF position;
- Contact National Grid gas immediately on 0800 111 999;
- Do not smoke or use any matches or lighters;
- Do not use electrical switches;
- Check to see if the pilot light to your boiler has been blown out or if a gas tap has been left on;
- Open doors and windows to increase air ventilation.

If you think there is a problem with your boiler or gas appliances do not attempt to fix it yourself. Repairs should only be carried out by Gas Safe Registered engineers.

Carbon monoxide

Carbon monoxide is a poisonous gas released by gas appliances if they are not operating correctly. It is known as the silent killer because it's invisible, odourless and tasteless.

If carbon monoxide gets into the body, it prevents the blood from bringing oxygen to tissues and organs. The smaller the victim, the more quickly the body can be overcome by the effects of carbon monoxide. This puts children at even greater risk.

Carbon monoxide is produced when any fossil fuel fails to burn properly. This could be due to:

- Faulty or badly fitted gas appliances;
- Poorly ventilated rooms;
- Blocked flues or chimneys.

Know the danger signs

- A yellow or orange flame instead of blue (except living flame fires);
- Staining around or on the gas appliances;
- Pilot lights that blow out frequently;
- Coal and wood fires will be difficult to light, may burn slowly, or go out.

Know the symptoms of carbon monoxide poisoning

Carbon monoxide poisoning is often confused with flu because the symptoms include severe headaches, chest or stomach pains, drowsiness, nausea, dizziness and general lethargy. Severe carbon monoxide poisoning can turn the skin pink and the lips bright red. If you experience any of these symptoms when you are near a gas appliance you should seek urgent medical attention.

Preventative measures

To make sure you do not fall victim to carbon monoxide poisoning you should:

- Allow us access to your home to carry out gas safety checks;
- Ensure that all gas appliances and flues are serviced;
- Always make sure there is enough fresh air in the room containing your gas appliance and ensure air vents are not covered.

What should I do in an emergency?

If you are worried someone may have carbon monoxide poisoning, call for medical help immediately by dialling 999 and ask for an ambulance. Ensure the victim is:

- Removed immediately from the area near any gas appliance;
- Placed in open air;
- Given pure oxygen if available;
- Kept rested.

Useful information:

If you want to find out more about gas safety and servicing we recommend the following:

www.gassafetyregister.co.uk
0800 408 5500

www.hse.gov.uk/gas
0845 345 0055

Please contact us if you would like a copy of this document in large print, British Sign Language DVD, on CD or in another language.

Poradnik Bezpieczeństwa związanego z gazem

Proszę się z nami skontaktować jeśli pragnęliby Państwo copię tego dokumentu dużym drukiem, na DVD w Brytyjskim Języku Migowym, w innym języku albo na płycie audio (CD). (Polish)

燃氣安全

燃氣安全指引。倘若您需要本檔以大字體、英式手語DVD、另外一種語言或音頻 (CD) 格式提供，請聯絡我們。(Cantonese)

Doğal gaz emniyeti

Lütfen bu belgenin büyük baskılı hali, İngilizce DVD veya farklı dillerde ya da ses (CD) ortamı gibi talepleriniz olması durumunda bizimle irtibata geçin. (Turkish)

গ্যাস সুরক্ষা সংক্রান্ত একটি নির্দেশনা

আপনি যদি এই নথিটির একটি কপি বড় প্রিন্টে, ব্রিটিশ সাইন ল্যাঙ্গুয়েজ ডিভিডিভিতে বা অডিও (সিডি) ফরম্যাটে পেতে চান, অনুগ্রহ করে, আমাদের সাথে যোগাযোগ করুন। (Bengali)

If you have any queries please contact us:

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February 2010

First Edition



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