

**GAS SAFETY  
AND SERVICING**



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

**Creating homes  
shaping places**





As your landlord, we are required by law to carry out a safety check on all gas and hot water systems in your home. We must do this at least once a year to make sure they are safe and work properly

A faulty gas appliance can produce carbon monoxide, which is harmful and may be fatal.

The information in this leaflet explains what you can expect from our safety check and service as well as general tips and advice.





## GAS SAFETY CHECK AND SERVICE

We will write to you - giving you at least seven days notice - with an appointment date and time for your gas safety check and service. We offer a range of appointments including:

- Mornings;
- Afternoons;
- 'Avoid school run';
- Evening;
- Saturday.

If you cannot make the appointment - or would like a specific time - please contact us on 0300 555 0500. If you miss an appointment you will be charged **£15**. After two missed appointments the contractor will contact us. We will arrange an appointment and then move on to 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.

On arrival, the engineer will show you a photo ID card with a personal licence number, business registration number, the start and expiry date of the card and security hologram.



Details of what work they are qualified to carry out will be on the back of the card.

The appointment will take 30 - 45 minutes and will include:

- Servicing the gas boiler and checking any gas fires and cookers. The gas rate (the speed the boiler burns gas) will be logged and adjusted if required. If any faults are found and considered dangerous, the gas fire or cooker will be disconnected for your safety;
- Checking and inspecting all gas heating and hot water controls to make sure they are working correctly;
- Checking the mains smoke alarm. If it is not working properly we will book an appointment to repair or replace it (we will write to you with your appointment details);
- Checking the carbon monoxide detector (if you have one). If it is not working properly, or is over four years old, we will book an appointment to replace it (we will write to you with your appointment details);
- Testing all gas pipes. This is called a 'tightness' test.





We will also:

- Give you a copy of a gas safety certificate within 28 days of the service;
- Replace our central heating boilers that are out-of-date with an up-to-date energy efficient appliance.

## **GAS SAFE REGISTER**

All 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.

## **YOUR RESPONSIBILITIES**

You must allow us into your home to service all gas heating and hot water systems - it is for your own safety. When the engineer(s) has finished the service and safety check, they will ask you to:

- Sign an electronic gas safety certificate. A paper copy will be sent to you by post within 28 days.

You are responsible for your own gas appliances, such as a cooker. We will only carry out a visual check on appliances that are owned by you. If the appliance is believed to be unsafe, it will be disconnected and a warning label attached for your safety. It will not be reconnected until it has been repaired or replaced.

## **ENERGY SUPPLIERS' RESPONSIBILITIES**

Gas meters are your own energy suppliers' responsibility. 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.

## **MOVING HOME**

Before you move into your home, we will check and service all gas appliances to make sure they are in safe working order. In the unlikely event that the gas service has been delayed, the meter will be sealed to prevent you from using it. A warning label will also be attached to the gas boiler. You will need to contact us - giving us 24 hours notice - to remove the seal.





You will need to choose a gas supplier and register with them. If the property has a pre-payment meter, they will send you a token or payment card.

## PRE-PAYMENT METERS

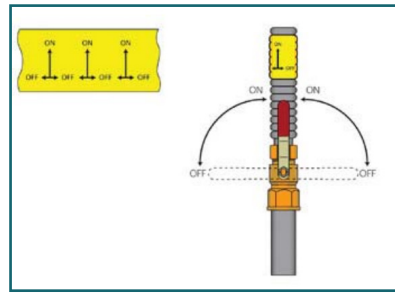
If your property has a pre-payment meter you will have to top-up your credit. Your supplier can give you a list of places where you can get credit. If you use all your emergency credit, when you next top-up your card the emergency credit will be taken off your first payment. Any additional credit will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

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

## IF YOU SMELL GAS

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

- Turn off the supply by moving the valve to the OFF position;



- Contact the National Gas Helpline immediately on:
  - 0800 111 999;
  - 0800 371 787 (for minicom or textphone users who are hearing impaired);
- Do not smoke or use any matches or lighters;
- Do not use electrical switches;
- 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 working properly. It is known as the silent killer because it's invisible, odourless and tasteless.

Carbon monoxide is produced when any fossil fuel does not burn properly. This could be due to:

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

### Danger signs

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

### Carbon monoxide poisoning

If carbon monoxide gets into the body, it stops blood from bringing oxygen to tissues and organs. The smaller the person, the quicker they will be affected.

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

### Emergencies

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

Then call the National Gas Helpline on 0800 111 999.

- Do not enter the room;
- Open door and windows next to the room;
- Leave the building and wait outside.





To help avoid carbon monoxide poisoning you should:

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

## PORTABLE HEATERS

Portable heaters give heat when and where it is needed. Oil-filled electric radiators are probably the safest to use because they are controlled by a thermostat. They can be the cheapest to run.

**Any type of portable heater can start a fire if it is misused. Make sure you read and understand the manufacturers' instructions before you use one.**

All portable heaters should be used sensibly. Follow these rules:

- Do not leave a heater unattended while it's switched on;
- Switch off before you go to bed;
- Do not dry clothes on any portable heater;

- Do not dry clothes on any portable heater (these include electric 'bar' type fires or portable gas heaters);
- Keep furniture and other flammable items at least one metre away;
- Have gas heaters serviced by a qualified engineer once a year;
- Do not leave heater wires where someone could trip over them;
- Electric heaters use lots of power - plug them straight in to a wall socket, not into an adaptor or power strip, to avoid overloading any wiring.





## GAS SAFETY TIPS

Do not:

- Fit a gas appliance(s) yourself. It is illegal and could seriously harm you and others around you;
- Use a gas appliance(s) if you notice a yellow or orange flame (except living flame fires);
- Use a gas appliance if you notice soot or stains around the appliance(s);
- Cover the appliance(s) or block the air vents;
- Block or obstruct any air bricks or outside flues;
- Interfere with safety valves or other fittings;
- Use excessive force to open or close gas control knobs;
- Use gas appliances other than for their intended purpose and according to manufacturers instructions. For example, do not use a gas oven to heat a room or use a gas barbeque inside your home;
- Leave your gas heater on when you leave the house or go to sleep;
- Leave young children unsupervised near heaters or any gas appliance.

Do not:

- Allow the Gas Registered engineer access to your home to complete the gas safety check and service;
- Check the identification of the engineer;
- Keep your copy of the gas service certificate;
- Clean your oven, grill, hot plate and cooker hood regularly to prevent the build-up of spilled fats and burnt foods - this reduces the risk of fire;
- Take care when using lawn mowers, brush cutters or digging in the garden so you do not damage gas pipes or your gas meter.

## USEFUL INFORMATION

For more information about gas safety and servicing we recommend the following:

### Gas Safe Register

Web: [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)

Tel: 0800 408 5500

Email: [enquiries@gassaferegister.co.uk](mailto:enquiries@gassaferegister.co.uk)

### Health & Safety Executive

Web: [www.hse.gov.uk/gas](http://www.hse.gov.uk/gas)

Tel: 0800 300 363

### National Gas Helpline

Tel: 0800 111 999





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

Proszę się z nami skontaktować, żeby otrzymać ten dokument w wersji dużym drukiem, na płycie CD lub w innym języku. (Polish)

倘若您需要本擋以大字體、音頻格式(CD)或另外一種語言提供、請聯絡我們。(Cantonese)

Bu belgeyi büyük boyutlu baskı olarak, CD ortamında veya başka bir dilde edinmek istiyorsanız lütfen bizimle irtibata geçin. (Turkish)

Kreipkitės į mus, jei norėtumėte gauti šio dokumento kopiją stambiu šriftu, jo garso įrašą kompaktiniame diske arba jei norėtumėte jį gauti kita kalba. (Lithuanian)

আপনি যদি এই নথিটির একটি কপি বড় অক্ষরের ছাপায়, সিডি তে অথবা অন্য একটি ভাষায় পেতে চান, অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন। (Bengali)

## IF YOU HAVE ANY QUERIES PLEASE CONTACT US:

Tel 0300 555 0500  
Text relay 18001 0300 5550 0500  
Email [enquiries@chp.org.uk](mailto:enquiries@chp.org.uk)  
Write to Myriad House,  
33 Springfield Lyons Approach,  
Chelmsford, CM2 5LB



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