

Introduction

Keeping you safe in your home is a top priority for us. This fact sheet explains the importance of gas safety, what measures we take to ensure the gas appliances we are responsible for are safe and what simple precautions you can take to control any risk that gas presents within your home.

The risk

Faulty gas appliances can cause fire and explosion, so we need to check that everything is in good working order.

In addition, carbon monoxide can also leak from faulty appliances. You cannot see, taste or smell carbon monoxide, but it can kill without warning in a matter of hours. Early symptoms of carbon monoxide poisoning include tiredness or drowsiness, headaches and pains in the chest or stomach. You are most vulnerable when you are asleep.

By law, we therefore need to service your gas heating system and any other gas appliances that we own every year to check that they are operating efficiently and safely.

What we will do

As a landlord, we have a legal duty to check all gas appliances that we are responsible for every twelve months.

If you rent your property from us and you have a gas boiler, we will advise you by letter when your appliance requires servicing.

To ensure we service your appliance in a timely manner, it is important that you help us by allowing our contractor access on the appointed date. Please notify us in advance, if this date is inconvenient, so that we can re-arrange your appointment. However, it is essential that we complete the service within twelve months of the previous inspection to ensure compliance with the law. Therefore, if you do not provide access then there are further steps, we, as landlord, can take to gain access to the property.

We will ensure that the contractor appointed to undertake the servicing of your gas appliance is qualified and registered on the Gas Safety Register (a list of engineers assessed to work safely and legally on gas appliances).

In advance of their visit, the appointed contractor will also have agreed to comply with our Code of Conduct, which covers their obligations to you and us on matters such as health, safety, and behaviour.

During their visit, the contractor will conduct checks in accordance with manufacturer guidance and current regulations. This includes checking the carbon monoxide alarm that we must provide. The service will last approximately 30 minutes, and, at the end, the contractor will provide you with a copy of their inspection certificate.

If your appliance is faulty, our contractor will endeavour to repair it immediately, but if not, the contractor will disconnect the appliance from the gas supply and an urgent return visit made.

We will provide you with a further copy of the service certificate within 28 days of the engineers' visit.

If you are a new tenant, we will give you a copy of the latest gas service record before you move in.

We will share the communal gas safety certificates (if applicable) on the communal notice board.

What you can do

1. If you smell gas:

- Do not turn lights or switches on or off.
- Do not light matches or cigarettes.
- Turn off the gas supply at the meter – please ask us if you are unsure as to where the supply valve is.
- Open windows and doors to allow any gas that may have built up to escape.
- Ring the National Gas Emergency number on 0800 111 999.
- Alert your neighbours and let us know of your concerns.
- Seek medical advice if you feel ill or exhibit any of the following symptoms – headache, breathlessness, confusion, dizziness, nausea, stomach-ache, tiredness.

2. Test your carbon monoxide detector:

- If you are a tenant, we will have supplied you and your property with a carbon monoxide detector. It is essential you test your alarm on a weekly basis to ensure that it is functioning correctly. If it is not, please let us know.
- In the event your carbon monoxide triggers an alarm please follow the same steps as above.

3. You should take the following additional precautions:

- Never block the air vents in your home, as they provide the air needed by appliances.
- Never block outside grills or flues.
- Never use a gas appliance if you think it is not working properly. Signs to look out for include yellow or orange flames, soot and stains around the appliance, and pilot lights which frequently blow out.
- Never attempt to reconnect an appliance disconnected for safety reasons.
- Never use a rotary ceiling fan in a room at the same time as a gas appliance.
- Always allow us to service the gas appliances in your home.
- If you have your own gas cooker, always use a Gas Safe registered engineer to install and service it on an annual basis.

For leaseholders

As a leaseholder or shared owner, you are responsible for the maintenance of all gas appliances and flues in your property. You should have them checked for safety at least once every twelve months.

You can use your own contractor, if registered with Gas Safe, or we can provide you with details of ours.

Within our mixed tenure housing schemes, we will write to all leaseholders when we are scheduling the servicing of our rented properties in the event you wish to take advantage of the engineers' attendance. Should you choose to have your appliances serviced by our contractor, we will request that they invoice you directly.

We recommend that you purchase your own carbon monoxide detector.

For more information

Visit the Health and Safety Executive website at www.hse.gov.uk/gas

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