

Keeping your home safe

Keeping your safe in your home is not just a responsibility – it's one of our core priorities. Faulty gas appliances can cause fires, explosions or carbon monoxide poisoning, so we take every precaution to ensure the places you live remain safe and secure.

This factsheet explains what we do to protect you – and how you can help us keep your home gas-safe.

Understanding the risk

Faulty gas appliances pose two main dangers:

- **Fire and explosion** if gas leaks or is ignited.
- **Carbon monoxide poisoning** – a colourless gas that can be fatal.

Early symptoms of carbon monoxide poisoning include:

- Headaches, dizziness, nausea or breathlessness.
- Drowsiness or confusion.
- Chest or stomach pain.

You are most vulnerable when asleep, so regular checks are vital.

What we will do as your landlord

We have a **legal duty** to check all gas appliances we are responsible for, every **twelve months**.

If your home includes a gas boiler or heating system, here's what we do:

- We'll write to you to schedule your gas service.
- We use only **Gas Safe registered engineers**.
- Our contractor will:
 - Check all relevant appliances.
 - Test your carbon monoxide alarm.
 - Follow our Code of Conduct (covering safety, behaviour and respect).
 - Provide you with a gas safety certificate after the visit.

Services take around 30 minutes. If the appliance is unsafe, it will be disconnected immediately, and we'll arrange a follow-up repair.

Access is essential. If the proposed date isn't suitable, please contact us to rearrange. We must complete your service on time to comply with the law – and to keep you safe.

You'll receive a copy of the certificate within **28 days**. New tenants are given the latest gas record when they move in. If you live in a scheme with communal gas systems, we'll post the certificate on the noticeboard.

What you can do

1. If you smell gas:

- Don't turn on lights or use matches.
- Turn off the gas supply at the meter (ask us if you're unsure where this is).
- Open all doors and windows.
- Call the **National Gas Emergency number: 0800 111 999**.
- Let us and your neighbours know.
- Seek medical advice if you feel unwell.

2. Test your carbon monoxide detector weekly:

We've installed one in every home with a gas appliance. Let us know if it stops working. If the alarm sounds, follow the emergency steps above.

Additional precautions:

- Don't block air vents or flues.
- Don't ignore signs of faulty appliances (e.g. yellow flames or soot).
- Never reconnect a disconnected appliance.
- Don't use a rotary ceiling fan in gas heated rooms.
- If you have your own gas cooker, have it installed and serviced annually by a Gas Safe engineer.

Gas safety is about protecting people and their homes. These simple steps can prevent serious harm.

For leaseholders and shared owners

You are responsible for maintaining your own gas appliances and flues. We recommend:

- Having all gas appliances checked annually.
- Installing your own carbon monoxide detector.
- Using only Gas Safe registered engineers.

If we're servicing rented homes in your scheme, we'll let you know – and you can book an inspection with our contractor if you choose (you'll be invoiced directly).

We're happy to share details of our approved contractors on request.

Trusted information

The Health and Safety Executive (HSE) offers reliable, up to date guidance on gas safety in the home.

<http://www.hse.gov.uk/gas>

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People, Places, Partnerships in practice

Gas safety is a shared responsibility.

For **people**, it's about protecting your health, your household, and your peace of mind.

In the **places** we manage, it means ensuring systems are safe, checked, and maintained to the right standard.

Through **partnership** – with trusted contractors and our residents – we're able to meet legal duties and deliver a service you can rely on.