



# Gas Safety & Service



गैस से सुरक्षिता (Hindi)

سهلامتی سەبارەت بە غاز (Kurdish)

Gaz a bezpieczeństwo (Polish)

Gaz Güvenliđi (Turkish)

گيس سے حفاظت (Urdu)

Безопасность при пользовании газом (Russian)

Using gas as a fuel in the home is normally very safe. However, poorly maintained gas appliances can put people's lives at risk. Gas leaks can lead to explosions, which could kill. Faulty gas appliances and lack of ventilation can lead to carbon-monoxide poisoning, which has serious health effects.

You must let us into your home and allow us to inspect your gas appliances.

## What happens if I have a gas leak?

Leaking gas can cause an explosion. If you smell or suspect a gas leak, report it immediately to National Grid on 0800 111 999.

- ❖ Turn off the gas supply at the main gas meter.
- ❖ Open the doors and windows.
- ❖ Do **not** switch any electrical equipment on or off, including the lights, as this could cause an explosion.
- ❖ Do **not** smoke, strike matches or light candles.

## When are yearly gas safety checks carried out?

As your landlord, by law, we must make sure that your gas appliances, gas piping and flues in your home are well maintained and safe. A gas safety check is carried out every year by a gas engineer who is registered with **Gas Safe**.

The gas engineer will provide a record of each gas safety check. We will keep these records for at least two years. We will give you a copy at the start of your tenancy, and then every year when the safety check is carried out.

If you own any of the gas heating appliances in your home, we will check they are working correctly.



## How do I arrange my gas safety check when I move in?

As soon as you have received the keys to your home, it is important that you register with a gas supplier. You can find out who the current suppliers are by contacting the following:

For gas ring National Grid on 0870 6081524

For electricity ring NPAS on 0845 270 9101

As soon as you have registered with a supplier phone us on 0800 25 26 27 to ask for a gas safety check.

We offer appointments for safety checks:

- ❖ Monday to Friday between 8am and 6.30pm
- ❖ Saturdays between 8am and 5pm.

We need at least one working day's notice to book an appointment.

## How is my yearly gas safety check arranged?

- ❖ We will write to you offering you an appointment when your service is due. If the appointment is not suitable then you can contact us free on 0800 25 26 27 to re-arrange.
- ❖ Appointments are between 8am and 6.30pm Monday to Friday and 8am to 5pm on Saturdays.
- ❖ If you allow access at the first appointment your details will be automatically placed into a prize draw where you could win £100 cash. A winner is drawn every 4 months, and is advertised in our tenants' newsletter.

**It is vital for you to give us access at this first appointment to ensure your yearly gas safety check does not become overdue.**

## What will happen if I don't allow you access to carry out the yearly gas safety check?

Because we have to carry out this safety check by law, you must allow us into your home every year. Whether you use your gas supply or not, failing to allow us to carry out this essential check will result in the following action.

- ❖ We will start legal action by applying to the court for an 'injunction for access.
- ❖ We will refuse to carry out any repairs or improvements (other than emergency repairs) to your home.
- ❖ We may refuse to allow you to go onto the waiting list for a transfer.
- ❖ The court may award us possession of your home, for breaking your tenancy agreement.
- ❖ The court may enforce an injunction, which could lead to you going to prison.
- ❖ You or a member of your family may be seriously affected by carbon monoxide poisoning.

## What happens during my yearly gas service?

Normally all appliances owned by the landlord (GGHT) are serviced. Our gas contractors/engineer will look at:

- ❖ Gas Fires
- ❖ Central Heating Boilers
- ❖ Cookers
- ❖ Smoke Alarms and Carbon Monoxide (Co2) Alarms.

Other appliances owned by you:

- ❖ For gas appliances/smoke alarms supplied and installed by the GGHT tenant - we will only be able to carry out a service to a tenants own gas appliances/smoke alarms if the tenant can provide the gas engineer with a copy of the manufacturers instructions. It is the tenant's responsibility to provide this information, or to make their own arrangements for servicing of the appliance.

- ❖ Cookers owned by you are not included in the service, but the engineer will check the appliance.

If you would like a copy of the manufacturers instructions for gas appliances/smoke alarms installed by GGHT then a copy be provided by us on request.

Use the following service procedure checklists, so you know what the engineer is doing:

### Before they start the engineer will:

- Be wearing an ID badge.
- Ask you if you are experiencing any defects or faults.
- Protect area near where appliances are to be serviced with dust sheets or equivalent to prevent any damage and minimise disturbance to you.
- Will pressure test your internal gas supply prior to commencement of the appliance servicing. On satisfactory completion of this initial test the gas service will proceed as follows...

### Gas Fires -

Engineer will:

- Check the appliance operation.
- Isolate the appliance from the gas supply.
- Remove the appliance from the wall or hearth position.
- Remove the sealing plate at the rear.
- Clean the area behind plate; this normally involves the use of a vacuum cleaner to remove any soot and debris.
- Test the flue operation, using a smoke pellet (where appropriate).
- Refit the plate and reconnect the appliance in position on the completion of a successful test.
- The engineer will then carry out some further checks to the appliances safety devices, together with further operation and condition checks.
- Details of the tests on the appliance will be recorded together with any defects of faults found on the Landlords Gas Safety certificate.
- Check areas for adequate permanent ventilation (if appropriate).

## Central Heating Boilers -

Engineer will:

- Test the appliance for satisfactory operation prior to service.
- Isolate the appliance from the gas and electric supply.
- Remove the cover or case from the boiler.
- Inspect and or make adjustments to the boilers internal parts. Cleaning of some internal parts may be required dependant on boiler condition type and operation. These checks are all completed inline with the manufactures service and maintenance instructions.
- Refit the cover/casing to the boiler will be refitted on the completion of a successful completion test and checks.
- Reinstate gas and electric supplies to the appliance.
- Carry out a completion test to confirm the appliance is operating correctly.
- Details of the tests on this appliance will be recorded together with any defects of faults found on the Landlords Gas Safety certificate.

## Cookers -

Engineer will:

- Ask you to light the cooker to enable a check of the appliances burner operation.
- Advise you of any defects found to your cooker and take appropriate action for your safety and the safety of others. This will enable for your own Gas Safe registered engineer to rectify the faults.
- It is your responsibility to replace/repair your cooker.

## Smoke Alarms (and Carbon Monoxide Co2 Alarms where fitted) -

GGHT have arranged with its gas contractor to check the operation of your alarms at the same time as your yearly service. The gas engineer will:

- Check that the power on indicator light operates.
- Carry out push button test to the unit to prove audible confirmation of the alarm test.
- If the alarm is wired to the house electrics, then the engineer will ask if he can turn off the electrical

supply to the alarm and retest the alarm to prove operation of the battery back up to the unit. During these tests you should hear the audible confirmation of these tests.

- Clean the unit as per manufactures instructions free from dust and debris etc.
- Any missing or defective alarm units or failed battery back ups etc. will be recorded on the Landlords Gas Safety certificate.
- GGHT will then action the repair or replacement of these units as required.

## Service completion

Our gas contractor's use hand held computers to record the service details that have been carried out by them. By signing on this device the contractor can confirm to GGHT the service took place on the day and time specified. Your signature is not intended to prove the quality or extent of the work provided (GGHT has a separate system in place for the purpose of gas servicing quality audits).

The Landlords Gas certificates are printed out in batches from the handheld computers. You should receive a copy of the certificate within 28 days of your yearly service. These records are kept by GGHT for a minimum of 2 years.

GGHT together with the gas contractor will consider recommendations recorded on the landlord's safety certificate for action as appropriate.

## Customer Satisfaction

We write to all GGHT tenants asking for their views on their experience of the Gas Safety Check visit. A freepost envelope is provided to allow you to return the completed form at no expense to you. Golden Gates Direct also ring a random percentage of tenants who have recently had their Gas Safety Check completed, asking for verbal feedback on the experience. We take your view seriously and use all of your feedback to implement improvements whenever possible.

## Carbon monoxide Co<sub>2</sub>– the silent killer

About 30 people a year die accidentally from carbon monoxide poisoning related to gas appliances. Many more (over 200) suffer from the symptoms of carbon-monoxide poisoning.

Carbon monoxide is produced by gas appliances which are badly installed or not maintained properly, or which do not have enough ventilation.

Carbon monoxide is invisible and has no smell or taste. Even small amounts can lead to serious health problems including brain damage.

## Health symptoms of carbon monoxide

Symptoms of carbon monoxide poisoning include things such as:

- ❖ feeling very tired
- ❖ headaches, chest pains, and sudden giddiness when standing up
- ❖ feeling sick
- ❖ diarrhoea or stomach pains
- ❖ strange behaviour.

## A faulty gas appliance may be responsible, especially if:

- ❖ more than one person in your household suffers symptoms
- ❖ the symptoms improve away from your home and get worse when you return
- ❖ the symptoms are worse when the appliance is being used.

Any gas appliance (fires, heaters, central-heating boilers, water heaters or cookers) can cause these effects.

## Carbon monoxide detectors

You can buy a detector that will tell you if there is carbon monoxide in the air. You can buy them from DIY or hardware stores. If you do buy a detector, make sure it has a label saying that it meets the standard BS 7860.

## Ventilation

All gas appliances need air to work safely. You should not block off any source of ventilation that helps a gas appliance to work properly. You should make sure that all appliances, flues, ventilation grilles and airbricks are kept clear.

## What to do if you think an appliance is unsafe

- ❖ Do not use an appliance if you think it may be unsafe.
- ❖ Open doors and windows to ventilate the room. Do not sleep in the room.
- ❖ Phone us immediately on 0800 25 26 27 and we will get an engineer to check the appliance.

## Danger signs on a gas appliance

Your gas appliance may be unsafe if you notice any of the following signs:

- ❖ a yellow or orange flame instead of a blue one
- ❖ a pilot light which keeps blowing out
- ❖ any part of the appliance has turned black or brown, or shows signs of scorching
- ❖ soot, or a sooty or musty smell
- ❖ increased condensation on windows.

## Gas Safe engineers

We only employ contractors who are Gas Safe-registered and who are qualified to work on your home. Before allowing anyone into your home to carry out gas work, ask to see their Gas Safe identification card. It is the size of a credit card and shows their photograph, name, Gas Safe registration number, unique licence



number showing the type of gas work they are qualified to do, card expiry date and the Gas Safe logo.

As Braille does not confirm an engineer's identity, it is not included on the Gas Safe identification cards.

If you are unsure about their identity, ask them to wait outside then phone us on 0800 25 26 27 and we'll check them out.

## Gas safety – your responsibilities

Many aspects of gas safety may rely on other people, but as a tenant you also have certain responsibilities. Some of these are in the gas safety regulations, the others are common sense.

- ❖ **Do** report gas leaks and try to prevent more gas from leaking by turning your gas supply off at the mains.
- ❖ **Do** allow access to make sure all your appliances are working correctly and safely.
- ❖ **Do** use a Gas Safe-registered contractor to install and service your gas cooker and your own fire.
- ❖ **Do not** use gas appliances that you know or think are unsafe. Report faulty appliances to us.
- ❖ **Do not** block any ventilation or flues needed for gas appliances to work safely.
- ❖ **Do not** carry out any work on gas appliances or pipes yourself. By law, anyone doing gas work must be trained to do it safely. The easiest way to be sure of this is to use a Gas Safe registered engineer.
- ❖ **Do not** paint the casing to your fire.
- ❖ **Do not** use a ceiling fan in a room at the same time as a gas appliance.
- ❖ If you or a member of your family is sleeping in a room which has an open-flue appliance (such as a back boiler), you must contact us so that we can check that you are safe to do so.

If you would like this document in another format, we can change it into:

Any other language

Another colour / Another Colour

British Sign Language

Braille

Picture Format

Audio



A Larger font

And many more...

यदि इस जानकारी को आपको किसी और भाषा में आवश्यकता हो तो कृपया 0800 25 26 27 पर  
टैलीफोन करें या स्टाफ के किसी कर्मचारी से बात-चीत करें। (Hindi)

اذا كنت بحاجة الى هذه المعلومات بلغة اخرى فليدعوك 0800 25 26 27  
للتحدث مع احد موظفينا. (Urdu)

Jeśli niniejsza informacja jest wymagana w innym języku, prosimy o kontakt  
pod numerem telefonu 0800 25 26 27 lub o zwrócenie się do któregoś z  
pracowników. (Polish)

Если Вы хотели бы эту информацию на другом языке, позвоните,  
пожалуйста на номер 0800 25 26 27 или свяжитесь с членом штата. (Russian)

Bu bilgiyi bir başka dilde arzu ediyorsanız lütfen 0800 25 26 27 numaraya  
telefon ediniz veya görevli memurla konuşunuz. (Turkish)

اگر آپ یہ معلومات کسی اور زبان میں چاہتے ہیں۔ تو ممبر ہائی کر کے 0800 25 26 27 پر فون کریں یا  
سٹاف کے کسی ممبر سے بات کریں۔ (Urdu)

Please just contact a member of staff at Golden Gates  
Housing Trust free on 0800 25 26 27



Golden Gates  
Housing Trust

GGHT022 01/12

Freephone: 0800 25 26 27 (Monday to Friday 8am – 6.30am)

Textphone: 18001 0800 25 26 27

Mobile Phone Users: 01925 45 24 52 (standard rate)

Email: info@gght.org.uk Fax: 0870 330 5700 Website: www.gght.org.uk