

**RESIDENT  
CHECKED**

Residents have been involved to ensure this document is easy to read

# A GUIDE TO GAS SAFETY IN YOUR HOME

## What are Gas Safety checks?

Many of our properties have gas central heating, fires or water heaters. The law states that we **MUST** check every gas appliance that we have provided in our properties annually to make sure they are working safely. This means that if your property has a gas supply, even if you never use gas, we need to have access to your home every year.

## Your safety, and the safety of those living with you?

It is essential that you allow us access to your home to carry out our annual safety check. If you are unable to make the appointment booked for you, please contact us to rearrange. Once the safety check is completed, the gas engineer will issue your home with an annual gas safety certificate, called a CP12, this is usually posted out to you within a couple of days of your visit. Copies of this certificate are available on request.

## What if we cannot get access to your home?

Every year some people either miss appointments or refuse to let us into their home so that we can carry out the gas safety check. This is a breach of tenancy, and puts those tenants who do not allow us access, plus their neighbours, at risk. If a tenant continues to refuse access, we will take action to force entry into the property in order to carry out these important gas safety checks.

## What is Carbon Monoxide?

Carbon Monoxide is a gas produced when natural gas does not burn fully.

- You can't see it
- You can't smell it
- You can't taste it
- But it can kill you in 20 minutes

Every year twenty people are killed by carbon monoxide poisoning in the UK.

## Some Gas Safety Dos and Don'ts

### Please do...

- Allow access for our engineers to carry out our annual Gas Safety Check.
- Watch out for signs that an appliance is not working properly and contact us straight away.
- Try to avoid damaging any gas appliance provided in your home.

### Please do not...

- Block the air vents of any gas appliance in your home.
- Tamper with a gas appliance or attempt to repair it yourself.
- Allow anybody to fit any gas appliance, like a cooker, in your home other than a Gas Safe registered engineer.

# Your questions answered

## 1. I have missed my gas safety check appointment, what should I do?

Don't panic - you should contact us as soon as possible on 0114 228 8100 to rearrange your annual gas safety check appointment. We want to work with you to ensure your appliances are safe for you, your family and your neighbours.

## 2. Can I fit my own gas cooker?

It is unsafe for anybody other than a 'Gas Safe' engineer to fit a gas cooker. Please check any engineers 'Gas Safe' number prior to any cooker being installed. We check all our engineers 'Gas Safe' registrations regularly.

## 3. What are the symptoms of Carbon Monoxide poisoning?

The symptoms are very similar to the flu - they include headache, nausea, dizziness and sleepiness. You might not realise what is happening until its too late. **If you think you can smell gas, or have a Carbon Monoxide leak please contact the Gas Emergency Service on 0800 111 999.**

## 4. What are the tell-tale signs that my gas appliance might be leaking carbon monoxide?

Yellow or orange flames may be visible - gas fires produce a blue flame when the gas is burning fully. In addition, a pilot light that often goes out as well as signs of soot or yellow/brown staining around a gas appliance are signs of a Carbon Monoxide leak.

**If you think you can smell gas, or have a Carbon Monoxide leak please contact the Gas Emergency Service on 0800 111 999.**

