

***Gas safety***

***Help us to keep you safe***



**Please read this information carefully and keep it somewhere safe for future use.**

## Gas safety

Every year about 30 people die from carbon monoxide poisoning caused by gas appliances and flues that have not been properly installed or maintained. You can't see, taste or smell carbon monoxide but it can kill within just a few hours.

That is why we, as your landlord, do everything we can to ensure your safety by carrying out checks of the gas appliances that we have installed in your home.

### Before you move into your home

Before you move into your new home, we will have tested any gas pipework and appliances to make sure that they are working safely and efficiently.

It is then your responsibility to arrange for the gas supply to be reconnected, using a supplier of your choice, and to pay the gas supplier's charges.

If it is has not been possible for us to test that the gas heating and / or hot water appliances are working safely and efficiently before you move in (because the gas / electricity supply has been turned off) **red warning notices will be fixed to all appliances**. These notices tell you to contact us on 01255 686477 so that we can carry out this test once you have moved in. For your own safety, you must not use any of these appliances until we have tested them.

If you want to install a gas cooker in your new home, by law the work must be carried out by a competent person, that is someone with the right knowledge and technical experience to undertake the work. This will be a gas installer or engineer who is Gas Safe registered.

## Living in your home

### Day to day repairs

To report a repair that is needed to the gas heating or hot water appliances in your home, you should contact our Housing Maintenance section by telephoning 01255 686473 during office hours or 01255 222022 for emergencies only outside of office hours. You can also report non urgent repairs by visiting our website [www.tendingdc.giv.uk](http://www.tendingdc.giv.uk) and selecting Housing from the menu on the left hand side of our home page. On the next page, click on the button Reporting a Repair.

On receipt, all requests for a repair will be passed to our contractor. If they are unable to repair your heating immediately and if necessary, you will be provided with temporary heaters.

### Annual gas safety checks

As your landlord, we will carry out a safety check and service of any gas heating and hot water appliances that we have installed in your home once every 12 months to make sure that they are working safely and efficiently. This is a legal requirement of the Gas Safety (Installation and Use) Regulations.

These safety checks and services will be carried out on our behalf by a specialist contractor. They will write to you to tell you when they intend to visit your home and give you the opportunity to arrange a different appointment if this is not convenient.

All of the workmen employed by our contractors are required to carry identity cards and you should ask to see this before allowing them into your home.

We have to keep records to show that we have carried out these annual checks and you can ask to see these. You should also be given a copy by the engineer that carries these out.

### **What are your responsibilities?**

Allowing us access to your home

It states in your tenancy agreement that you must allow us access to carry out repairs and maintenance and this includes this annual gas safety check and service.

If you do not let our contractor in you are breaking the conditions of your tenancy agreement and may also be placing yourself, your family and neighbours at risk. As a result, if you fail to respond to our requests for access, we will have no option but to take legal action against you. This action will be the issue of an injunction that requires you to let us in and / or proceedings to repossess your home. Any costs that we incur in taking this action will be your responsibility to pay.

Making alterations

If you wish to install you own gas fire or make any other alterations to the heating system or pipework in your property, you must get our written permission first. We will not normally say no to this but there will be certain conditions attached to our permission to make sure that this work is carried out properly and safely. The main condition will be making sure that this work is carried out by a Gas Safe registered engineer.

Once you have installed your own gas appliances, you must make sure that these are maintained and checked by a Gas Safe registered engineer each year. If you do not do this, we will arrange for this check to be carried out and will charge you the amount that it cost us to arrange.

Gas cooking equipment

You are responsible for providing and maintaining any gas cooking equipment in your home. This should be installed and maintained by a Gas Safe registered engineer.

Reporting repairs

You are responsible for reporting any suspected faults, leaks or repairs to us immediately. You should do this by telephoning 01255 686477 or 01255 222022 for emergencies outside of normal working hours. You can also report repairs by emailing [housing.services@tendringdc.gov.uk](mailto:housing.services@tendringdc.gov.uk) or via or website [www.tendringdc.gov.uk](http://www.tendringdc.gov.uk) although repairs reported in this way will only be dealt with during working hours and so these methods should not be used for reporting urgent repairs to us.

If you suspect a gas leak you should follow the advice given below.

## Moving out of your property

Please remember that, if you intend to take any of your own gas appliances with you when you move, these must be removed by a Gas Safe registered gas engineer and the gas supply must be properly capped off.

You should also make sure that you take your gas meter reading so that you don't pay for gas used by the next tenant of your property and let us know who supplies gas to your home.

## Important safety information

Never use an appliance that you think might not be working properly

Never cover an appliance or block the convection air vents

Never block any fixed ventilation grilles or air bricks

Never block or cover outside flues

Warning signs to look out for:

Yellow or brown staining around appliances

Pilot lights that frequently blow out

Increased condensation around windows

Yellow rather than blue flames

If you are concerned about any of these items, please contact our Housing Maintenance section on 01255 686477

## If you suspect a gas leak

- ✘ DON'T smoke**
- ✘ DON'T use naked flames**
- ✘ DON'T turn electric switches on or off**
- ✔ DO turn off the gas supply**
- ✔ DO open the windows and doors to get rid of gas**
- ✔ DO call National Gas Emergency Service on Freephone: 0800 111 999 (24 hour service)**