

Gas and solid fuel servicing – help us to keep you safe

Every year in the UK about 50 people die from carbon monoxide poisoning due to faulty gas fires, central heating boilers, cookers, flues and other gas appliances. As well as making your home safer, a check will make sure your appliances are working properly and efficiently. This will help save you money on fuel bills.

We take your safety very seriously while you are living in – or visiting – one of our homes. We therefore service our gas and solid fuel appliances every year and, if we need to take legal action to get into one of our properties to do this, we will do.

Fortunately this doesn't happen very often, but you need to be aware that, as a Two Rivers Housing tenant, you have committed to do certain things to support us:

- You should allow us prompt access to your home to carry out maintenance or safety checks on our gas, solid fuel and or electric fittings/flues.
- You should make sure any gas fittings which you own, including your gas or electric cooker, are installed correctly and checked and serviced annually for safety.
- You should always **contact us** before making any alterations to your home, no matter how minor.
- You should always use a qualified Gas Safe registered installer to carry out any gas work in your home.

Failure to give reasonable access to your home to allow us to complete an annual safety check is dangerous for you, your family and your neighbours. It's also a breach of your tenancy conditions, which could result in legal action to enforce access or end your tenancy, and you could have large legal fees to pay.

Gas and flue safety check appointment

- We will write to you when we are planning to carry out the annual safety check on the gas and flue fittings installed in your home. We do this up to two months in advance, giving you enough time to change this appointment, if you cannot make it.
- It is your responsibility to contact us or our appointed contractor and re-schedule your annual gas safety check.
- We will then re-book your appointment and confirm a new date and a morning or afternoon call.

Safety tips

By allowing us prompt access to your home and by following the tips below, you can ensure the safety of your gas, solid fuel and electrical heating and hot water appliances:

- Never try DIY with gas or electricity.
- Make sure you know where your gas and electric meters are located and how to turn off the gas or electric in the event of an emergency.
- Don't block up air ventilation grilles; make sure flue terminals are kept clear at all times.
- Never use a gas appliance if you think it's not working properly.
- Never cover gas appliances.
- Be cautious if buying second-hand gas appliances – don't scrimp on safety.

Danger signs to look out for on gas appliances

Contact us immediately if you notice:

- Sooting or staining marks on or around the appliance.
- A yellow or orange lazy flame – not crisp and blue.
- A higher level of condensation than normal in the room where the appliance is installed.
- Anyone in your household suffering from drowsiness, headaches, nausea or pains in the chest when using a gas appliance.

IF YOU NOTICE ANY OF THESE SIGNS, TURN OFF THE APPLIANCE IMMEDIATELY AND REPORT IT TO US STRAIGHT AWAY ON 0800 316 0897 (24-hours).

Gas leaks

If you think you can smell gas or fumes:

- Turn off the gas at the meter.
- Open windows.
- Put out naked flames.
- Don't use electrical switches.

CALL THE NATIONAL GRID GAS EMERGENCY CALL CENTRE ON 0800 111 999.