

What's the problem?

When any fuel does not burn properly it produces a poisonous gas called carbon monoxide. Every year in the UK many people suffer ill health from carbon monoxide poisoning and around 30 people die from poisoning caused by gas appliances and flues which have not been properly installed or maintained.

Carbon monoxide

You can't see it. You can't taste it. You can't smell it. But carbon monoxide can kill you. The symptoms of carbon monoxide poisoning include:

- tiredness
- drowsiness
- headache
- nausea
- chest pains
- stomach pains.

These symptoms are similar to many common ailments and may easily be confused with flu or simple tiredness.

You are at risk of carbon monoxide poisoning if:

- your heating appliance was poorly installed
- your heating appliance is not working properly
- your heating appliance has not been checked for safety or maintained regularly
- your chimney or flue gets blocked up
- you allow unregistered engineers to install or maintain your appliance(s).

NEVER use a gas appliance if you think it is not working properly.

Signs to look out for include yellow or orange flames (except for fuel-effect fires which display this colour flame), soot or stains around the appliance and pilot lights which frequently blow out.

NEVER cover an appliance or block the air vents.

NEVER block or obstruct any fixed ventilation grilles or air bricks.

NEVER block or cover outside flues.

What should I do if I suspect a carbon monoxide leak?

IMMEDIATELY

- open all doors and windows
- shut off the gas supply at the meter control valve (if you know where it is)
- contact us and we will arrange for a contractor to visit and carry out any repairs
- if you or your family experience any of the symptoms listed earlier, and you believe carbon monoxide may be involved, **seek urgent medical advice.**

Gas leaks

What should I do if I smell gas or suspect a gas leak?

IMMEDIATELY

- open all doors and windows
- shut off the gas supply at the meter control valve (if you know where it is)
- if gas continues to escape call **Transco** on the **Gas Emergency Freephone Number 0800 111 999.**

DON'T

- smoke
- use naked flames
- turn electric switches on or off.

How quickly will the contractors respond?

Our contractors should respond to reports of breakdowns within the following timescales:

- gas escapes or water leaks – response and make safe within four hours
- carbon monoxide incidents – response and make safe within four hours
- loose appliances or fittings – response and make safe within four hours
- no heating or hot water – response and repair within twenty four hours
- all other cases – response and repair within seventy two hours.

Why should I let contractors in for gas servicing?

It is a condition of your tenancy agreement to let contractors in for gas servicing.

By law, your landlord is responsible for making sure that gas fittings and flues are maintained in good order and checked for safety every year. We must keep a record of the safety checks for at least two years and give the latest certificate to existing tenants and any new tenants before they move in.

You must let our registered engineers into your home to carry out your gas service. If you do not allow us access you are putting your life, your family's lives and the lives of your neighbours at risk. If you do not give us access for gas servicing we will take legal action against you.

I have a gas cooker. Will the contractor check that?

If you have installed your own cooker you are responsible for making sure it is safe.