

Key information sheet

Gas safety



We are committed to your safety, and we have a legal duty to make sure that gas fittings and flues are inspected every year.

If you have any gas, oil or solid fuel fired appliances in your home, we must visit you at least once a year to carry out an annual safety check. We need to visit you even if you aren't using your appliances as they still can be potentially dangerous.

You must let our engineers into your home to carry out your gas service. If you do not allow us access you are putting your life and those of your family and neighbours at risk. It is a condition of your tenancy agreement to allow us access for gas servicing, so if you do not we will take legal action against you.

Our contractors will get in touch with you up to 10 weeks before the anniversary date of the previous check. This ensures that the safety check is completed on time, which helps ensure that your home remains a safe place to be. If you haven't received a safety check in the past twelve months please contact us immediately.

The engineer visiting you will show you their company identification. If you are not sure whether they are genuine please get in touch with us. They will also have a Gas Safe ID card. By law, gas engineers must be properly qualified and listed on the Gas Safe Register, the Government's official body. All of our contractors are registered with the Gas Safe Register.

Carbon Monoxide

When any fuel does not burn properly, it produces a poisonous gas called carbon monoxide.

You can't see, taste or smell carbon monoxide, but it can kill you. Every year in the UK many people suffer from carbon monoxide poisoning and around 30 people die from poisoning caused by gas appliances and flues that have not been properly installed or maintained.

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.

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 that frequently blow out.
- Cover an appliance or block the air vents.
- Block or obstruct any fixed ventilation grilles or airbricks.
- Block or cover outside flues.

Tel: 0800 6349876 from a landline
or 0300 3330001 from a mobile
Email: info@mvha.org.uk
www.mvha.org.uk

If you suspect a carbon monoxide leak:

- Open all doors and windows straight away
- Shut off the gas supply at the mains (it is a large lever usually next to the gas meter)
- Contact us and we will arrange for a contractor to visit and carry out any repairs
- If you or your family have any of the symptoms listed earlier and you believe carbon monoxide may be involved, seek urgent medical advice.

A good way to protect yourself from this hazard in the future is to buy and install a Carbon Monoxide (CO) detector. This works just like your smoke alarm.

General gas safety information

If you smell gas or suspect a gas leak

- Open all doors and windows straight away
- Shut off the gas supply at the mains if you know where it is (it is a large lever usually next to the gas meter)
- If gas continues to escape call the **National Gas Emergency Service: 0800 111 999**.
- **Don't** smoke
- **Don't** light matches, lighters or cigarettes
- **Don't** turn electric switches on or off.

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.

Remember, gas engineers must be qualified and registered. Contact the Gas Safe Register on 0800 408 5500 for advice on finding a registered engineer near you.

If you live in a flat or other building that has more than one property in it, any new gas cooker that you install must now have a Flame Supervision Device (FSD). You should check whether a cooker you want to buy has this device or not before you buy it.

Some useful websites:

Gas Safety Register: www.gassaferegister.co.uk

The Health and Safety Executive: www.hse.gov.uk

The government information website: www.direct.gov.uk