

If you live in a flat or other building which 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.

How can I get more information?

You can contact us by phone, email, letter, in person or through our website
www.circleanglia.org/customers

Other useful websites are

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

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

This leaflet is available in a variety of formats including large print, Braille and Audio. To order a copy in a different format please call the relevant number overleaf.

Bengali

এই দস্তাবেজটি নিজের মত করে নেওয়ার জন্য কিভাবে আবেদন করবেন সেই সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Portuguese

Este documento proporciona-lhe informações sobre como se candidatar às modificações. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassette áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Chinese

此文件含有關於申請調整方式的說明。若您想要將此文件列印為大型字體、製成點字版、燒錄為光碟、錄製成錄音帶或翻譯為您的母語，請撥打以下電話號碼與我們聯繫。

Spanish

Este documento proporciona información sobre cómo solicitar adaptaciones. Si necesita esta información en fuentes grandes, Braille, en CD, cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Italian

Questo documento fornisce informazioni su come richiedere adattamenti. In caso di bisogno di una qualsiasi parte di queste informazioni scritte in caratteri più grandi, in Braille, su CD, su cassetta audio o spiegata nella sua lingua la preghiamo di contattarci al numero indicato sotto.

Urdu

یہ دستاویز ایڈپٹیشن کے لیے درخواست دینے کے بارے میں معلومات فراہم کرتا ہے۔ ان معلومات کے کسی حصہ کی اگر آپ کو بریل، سی ڈی، آڈیو ٹیپ یا اپنی زبان میں وضاحت کی ضرورت ہو تو، براہ کرم ہم سے نیچے دیے گئے نمبر پر رابطہ کریں۔

Polish

Niniejszy dokument zawiera informacje dla osób niepełnosprawnych o tym jak złożyć wniosek o dołączeniu do programu adaptującego Twój dom do Twoich potrzeb. Jeżeli potrzebujesz aby całość lub część tego tekstu były przedstawione większą czcionką, w języku Braille'a, na nośniku CD, na kasecie audio lub zostały przetłumaczone na Twój język ojczysty, prosimy o kontakt pod numerem podanym niżej.

Arabic

تمتلك هذه الوثيقة بالمعلومات اللازمة عن كيفية طلب التعديلات. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

French

Ce document contient des informations sur les demandes de changement. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

Serbian

Овај документ даје информације о начину пријављивања за адаптације. Ако су вам ове информације потребне на азбуци за слепе (Braille), на CD диску, аудио траци или објашњене на свом језику, молимо обратите нам се на испод наведени број.

Farsi

این نوشتار اطلاعاتی درباره نحوه درخواست برای سازگاری در اختیاراتان قرار می دهد. اگر مایل به داشتن هر بخش از ریل، روی CD، نوار صوتی و یا توضیح داده شده به زبان خودتان هستید، لطفاً با استفاده از شماره تلفن زیر با ما تماس بگیرید.

German

Dieses Dokument gibt Informationen über Ansuchen um Adaptionen. Falls Sie einen Teil der Informationen in größerer Schrift, in Braille-Schrift, auf CD, auf Tonband oder in Ihrer eigenen Sprache erklärt haben wollen, kontaktieren Sie uns unter der nachfolgenden Nummer.

Circle 33 Housing Trust
Tel: 0845 769 7695

EPIC Trust
Tel: 0845 769 7695

Old Ford Housing Association
Tel: 020 7204 1550

Roddons Housing Association
Tel: 01354 660 789

Russet Homes
Tel: 01732 780 999

South Anglia Housing
Tel: 01279 714 714

Wherry Housing Association
Tel: 0845 600 1518



www.circleanglia.org

Gas Safety

Keeping you and your family safe

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 twenty four hours
- carbon monoxide incidents – response and make safe within twenty four hours
- loose appliances or fittings – response and make safe within twenty 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.