

# Gas safety

## Gas safety checks

Many of our properties have gas central heating, fires or water heaters. The law states that we must check every gas appliance annually, to make sure they are working safely.

This means that if your home has a gas supply, even if you never use gas, we need to carry out checks every year.

As well as checking that your appliances are working safely and efficiently, our gas engineers test for leaking carbon monoxide. This is a gas that is produced when natural gas doesn't burn fully. You can't see, smell or taste it, but it can kill within 20 minutes. Every year, 20 people in the UK die in this way.

Giving us access for gas checks is part of the tenancy conditions you signed up to when you first moved into your home. Our gas contractor will send you an appointment and a number to call if you need to arrange a different time.

Once they have completed the check, they will issue your home with an annual gas safety certificate, called a CP12. You will receive a copy within 28 days.

### What happens if you don't give us access

Not giving access puts your household and your neighbours at risk, so we have to take action.

If you keep refusing access, we can cap your supply or take you to court.

## Gas safety do's and don'ts

- **DO** give our gas contractors access for your check.
- **DO** watch out for signs that your appliance is not working properly and contact us straight away if you have concerns.
- **DO** avoid damaging any gas appliances in your home.
- **DON'T** block gas appliance air vents.
- **DON'T** tamper with or attempt to fix gas appliances.
- **DON'T** allow anyone to fit a gas appliance in your home unless they are a Gas Safe registered engineer.



## Your questions answered

### I missed my gas appointment, what should I do?

Call us or the contractor as soon as you can to re-arrange the appointment.

### Can I fit my own gas cooker?

To install a new gas cooker in your home, you must use a Gas Safe registered engineer – please check their Gas Safe number to be sure.

### I don't feel well, could it be carbon monoxide poisoning?

The symptoms are very similar to flu. They include headache, nausea, dizziness and sleepiness. You might not realise what is happening until it is too late.

### How can I tell if my gas appliance is leaking carbon monoxide?

Check your pilot light. The flame should be blue. If it's yellow or orange there could be a leak.

Another sign of a leak is a pilot light that goes out frequently and signs of soot or yellow/brown staining around the appliance.

If you think you can smell gas, or that you might have a carbon monoxide leak, call the Gas Emergency Service immediately on 0800 111999.

