

# GAS SERVICING

INFORMATION SHEET 17



Easthall Park Housing Co-operative aim to provide you with the very best gas safety information and make sure the gas appliances in our tenants homes are maintained and safe to use.

## **Why is it so important?**

Every year approximately 30 people die from Carbon Monoxide poisoning caused by gas appliances and flues which have not been properly installed or maintained.

Many others also suffer ill health. When gas does not burn properly, as with other fuels such as coal, wood or oil, excess Carbon Monoxide is produced which is poisonous.

You can't see it, taste it or smell it, but Carbon Monoxide can kill without warning in just a matter of hours.

## **Did you know that .....**

We are required by law to service all our gas appliances every 12 months. Your tenancy agreement says that you must let us into your home so we can do this.

The inspections are vital for safety reasons. As indicated, you and your family could be at risk of serious injury or death if your appliances are not working properly.

## **What does gas servicing cover?**

We will inspect all flues, pipe work and appliances. Our contractors will:

- Service all gas appliances;
- Visually inspect gas cookers where applicable

## **How do I get my annual safety inspection?**

We will arrange an appointment date with you. Our Gas Safe registered fitters will do the rest.

If you can't be in for your appointment please contact the Co-operative and we will arrange another suitable time for you.

## **What if I don't keep the appointment?**

We are committed to ensuring all our homes have their gas servicing completed every year.

If you fail to keep your appointment the Co-operative may eventually have to force entry into your property. You will be recharged any costs associated with this action such as repairing damage, joiners time and the cost for a lock change.

Our action is always influenced by ensuring the safety of our residents.

Please turn over...

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## What if there is a problem with my gas appliances?

When the gas fitters have finished the service they will give you a certificate and ask you to sign it. They will provide you with a copy for your reassurance and as proof that your gas appliances are safe.

If in the unlikely event there is something wrong, we will arrange to carry out the repairs as quickly as possible.

## What if I am not happy about the service?

You will receive a satisfaction form by post. Please return it to the Glenburn Centre. In addition, we may contact you to ask your views as part of our process to improve services.

We will look into any areas you are unhappy with and put them right.

## Safety Points

**NEVER** try a do-it-yourself repair or installation of any gas pipe or appliance.  
**ALWAYS** follow the user instructions on gas appliances.

### If you smell gas or fumes:

- **DO** turn off gas at the meter
- **DO** open windows
- **DO** put out any flames such as cookers and cigarettes
- **DO NOT** use electrical switches
- **DO** call the Gas Emergency Services on 0800 111 999

We always welcome your views and comments about improving our service.

If you would like this leaflet in another format, for example in large print or on tape, or in another language, please contact reception.

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