

HomeZone Living

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If you are a customer of Bromford Support, please speak to the Bromford colleague who is working with you for more information.

Servicing gas appliances in your home



CUSTOMER SERVICE EXCELLENCE

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This leaflet is for customers of HomeZone Living, including customers of Bromford Support and those in supported housing.

It explains:

- what you should know about servicing gas and solid-fuel appliances in your home
- what will happen when our gas or solid-fuel servicing contractor contacts you, and when their engineer calls.

Please read this leaflet and keep it in a safe place for future reference.

Are you safe?

Under your tenancy or licence agreement, you must let our contractor service and check the safety of our gas and solid-fuel appliances and pipe work every year. Their engineer needs to come into your home to do this work.

The Law

Under Regulation 36 of the Gas Safety (Installation and Use) Regulations 1998, landlords must have each gas appliance and flue checked for safety:

- within 12 months of being installed and
- at least every 12 months after that

We take this duty very seriously, as your safety is important to us.

You do not have to pay for this – to ensure your continued safety, all we ask is that you arrange to be at home for a few hours for the service.

Warning

If the engineer can't get into your home to carry out the service, we will take legal action to gain access. As a last resort, we may serve a Notice Seeking Possession or a Notice to Quit. This is the start of legal action to repossess your home. We will do this only if you don't let the engineer in.

Is it really worth losing your home when all we want is for you to be safe?

So please let us in!

Our contractor will tell you when the engineer plans to call to do the annual service, giving you at least seven days' notice.

If this appointment isn't convenient, tell the contractor and they will try to agree a suitable date and time. If you can't keep an appointment for any reason, please tell the contractor so they can rearrange it.

All properties where we have been able to carry out the service and safety checks within 12 months of the previous service will be entered into our annual gas-safety loyalty prize draw. So if you want to be entered, please keep your appointment! You could win...

What will the engineer do on the annual service?

The engineer should arrive on time and show you their ID card to prove who they are.

When servicing our appliances, the engineer will:

- protect the surrounding area (perhaps using a dust sheet)
- check the flue that the appliances are connected to (which may include going outside or into the loft)
- check that the air vents are clear, removing any blockage or turning off the appliances until they can be put right
- reassemble the appliances
- try out the appliances and, if they pass the tests, leave them in working order.

After completing the check, the engineer will clear away all equipment and leave the work area tidy.

If you have gas appliances, the engineer will also:

- ask you to point out any gas appliances we own, and tell them if you have any problems using them
- ask where your gas meter is and test it for leaks
- fill in and ask you to sign a Landlord's Gas Safety certificate. If more work is needed, the engineer will let you know what this is.

You will get a copy of the certificate to keep in a safe place. Some of our contractors use electronic certificates that may not be available on the day of the service, but they will send you a copy by post within 28 days.

If you have solid-fuel appliances, the engineer will also:

- check over and clean each appliance
- sweep the chimney.

For your safety do not:

Block off or close air vents as this will affect the combustion process and operation of the flue

Sleep in a lounge or room with a gas fire and back boiler unit

If you install a ceiling fan in a room with a gas fire and back boiler unit ensure you have the appliance re-checked by a competent person, e.g. corgi registered engineer, as this may affect the performance of the unit.

If you think you smell gas or fumes

Do

- Turn off the gas supply. The main on/off lever for your gas supply is next to your meter.
- Open windows and doors to make sure that any gas that has built up in your home can escape.
- Put out all naked flames
- Leave the property if the smell continues.
- Contact **The National Grid** on freephone **0800 111 999**. They will carry out emergency checks. You should then contact us to let us know what has happened and we can arrange to do any extra repairs that may be needed. Our telephone number is **01543 420800**

Don't

- Switch on or off any electrical equipment, including lights.
- Use your mobile phone inside your home.
- Smoke inside your home.

! Carbon monoxide poisoning !

Heating and cooking appliances that use coal, smokeless fuels, wood and oil can be just as likely as gas appliances to cause carbon monoxide poisoning (CO), especially if they have not been installed correctly, are faulty or not used correctly.

CO gas is colourless, odourless and tasteless so you won't know when it's there. It can very quickly make you seriously ill or even kill you without warning. You are more vulnerable when you are asleep – older people and young children are particularly at risk.

Early symptoms of CO poisoning include:

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

Make sure you are not at risk of CO poisoning – have your heating appliance serviced annually

If you have difficulty understanding this information or would prefer to receive an alternative format (i.e. translated, audio, Braille or large print) please contact us.