

# Gas safety at home

Your safety is our priority



## Gas safety at home

Gas appliances can kill if they are not serviced properly.

At Hackney Homes, your safety is our priority which is why our CORGI qualified engineers carry out annual gas servicing checks to your home. These checks ensure your gas appliances are in good working order and are safe for you to use.

This leaflet provides information about what to expect when we visit to undertake a service and includes other relevant safety information.



## Our standards...

Working with residents, Hackney Homes has developed service standards that explain the service you can expect. We will...

- Carry out a gas check in all tenants' homes, where gas appliances have been installed by Hackney Council or Hackney Homes, once a year to make sure that any gas appliances and the central heating system are safe and work properly.
- Issue the tenant with a copy of a valid gas safety certificate.
- Replace any Hackney Homes' supplied appliances that have become obsolete with an up-to-date and more energy efficient appliance.



**If you have any questions about gas safety,  
please call freephone 0800 199 124.**

## Gas Servicing Programme

Under the Gas Safety (installation and use) Regulations 1998, it is our statutory duty as a landlord to ensure your health and safety by carrying out gas safety checks on all gas appliances for example, the heating system once a year.

Each year, our CORGI qualified engineers service your gas appliances, so please let us in when we come to your home.

When our engineers visit, they will:

- Service the gas boiler in accordance with the manufacturers instructions as well as record the gas rate and adjust if required.
- Check and inspect all heating and hot water controls to ensure that they are operating correctly.
- Check and inspect all radiators, radiator valves and pipe work for leaks and test radiators are heating up correctly.



- Check operation of Carbon Monoxide detector (where fitted); replace any found to be defective or over 4 years old.
- Test all gas pipe work to ensure this is safe to use.
- Visually inspect tenants gas cooker and installation, make recommendations if found to be unsafe. Hackney Homes has no responsibility for tenant-owned gas cookers.

You will be sent an appointment time in the post. If you cannot make the appointment time allocated to you or if you have any questions, call freephone 0800 199 124.

Failure to allow access will leave us with no choice but to seek legal action under the terms of your tenancy agreement with Hackney Homes. Any non-emergency repairs may also be refused or cancelled until the service has been carried out.



## Gas fires

Hackney Homes has no responsibility for repairing/replacing tenant-owned gas appliances such as gas fires. If you do have your own gas fire, the chimney will be inspected and smoke tested for correct operation. Faulty appliances will be disconnected or removed.

## Water heaters

Gas fired water heaters will be inspected as part of the annual service visit. The engineer will:

- Service the water heater in-accordance with manufacturer's instructions and ensure its safe operation. Record gas rate, adjust if required.
- Check and inspect all hot water controls to ensure that they are operating correctly.



Single Point Water Heaters should serve one appliance only and they should not be connected to washing machines. They must have a label fixed to them stating that the appliance must not be operated for any longer than 5 minutes.

- Check and inspect all pipe work for leaks.
- Check the operation of Carbon Monoxide detector (where fitted); place any found to be defective or over 4 years old.
- Test all gas pipe work to ensure this is safe to use.
- Visually inspect tenants gas cooker and installation, make recommendations if found to be unsafe.

### **Open grated chimneys**

- If you have an open grate wood/coal burning appliance, the chimney will be inspected and smoke tested for correct operation.

## Water storage tanks (within dwellings)

- Dual storage/expansion water system tanks will be disinfected, the results checked at taps with appropriate test strip, and results recorded.

## Gas carcass (internal gas pipe work)

For dwellings that have no Hackney Homes owned gas appliances, an annual check will be undertaken to ensure that there are no leaks on the internal gas pipes. A soundness check will be undertaken and a certificate issued by the gas engineer. A visual check on tenant-owned appliances will also be undertaken and advice about their safety can be provided. If the appliance is deemed to be unsafe, the appliance will be isolated and made safe.



## On completion of service

- You will be asked to sign a CP12 Gas Safety Certificate, a copy of which will be issued to you.
- You will be asked to sign a Customer Satisfaction sheet.

## New Tenants

Before you move into your home, a full gas safety check will have already been carried out by Hackney Homes to ensure all gas appliance are in a safe, working order.

Whilst the property is empty and waiting to be let, the central heating system/gas supply is shut off.

As a new tenant you will need to book an appointment with Hackney Homes to reinstate your gas services. These appointments cannot be carried out until after the actual start date of your new tenancy. Before you move into your new home, you will also need to arrange your gas service supplier and or key meter.

Until you have arranged your gas supply and the safety check has been completed, you will not have any heating or hot water to your home.



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please call freephone 0800 199 124.**

## Gas Meters

Gas meters are the responsibility of your supplier. Hackney Homes cannot carry out repairs or maintenance to your gas meter. If you are having a problem with your gas meter, you should contact your supplier to report the fault.

### Key meters

If you have no gas to your property, check to see if your key meter is in credit. When the gas comes on, make sure all pilot lights are lit. This applies to gas meters using rechargeable cards.

**Please note:** if you have used all your emergency credit, when you pay to top up your gas card, the emergency credit will be taken off your first payment. Any additional credit will then be added on.



## **Gas Leaks**

It is important for you to be aware of where the gas safety valve is located in your home. In an emergency, you may need to switch off gas supplies to your home.

If you smell gas:

- Turn off the supply by moving the valve to the OFF position.
- Contact Transco immediately on freephone 0800 111 999.
- Don't smoke or use any matches.
- Don't use electrical switches.
- Open doors and windows to increase air ventilation.
- Check to see if the pilot light to your boiler has been blown out or a gas tap has been left on.

If you think there is a problem with your boiler or gas appliances, do not attempt to fix it yourself. Repairs should only be carried out by CORGI qualified engineers.

## **Carbon Monoxide – What you need to know**

It's known as the silent killer because it's invisible, odourless and tasteless. Carbon monoxide (CO) is a poisonous gas which can be released by gas appliances if they are not operating correctly.

If CO gets into the body, it prevents the blood from bringing oxygen to cells, tissues, and organs. The smaller the victim, the more quickly the body can be overcome by the effects of carbon monoxide. This puts children at even greater risk.

### **Causes of carbon monoxide**

Carbon monoxide is produced when any fossil fuel fails to burn properly. This is due to:

- Faulty or badly fitted gas appliances.
- Poorly ventilated rooms.
- Blocked flues or chimneys.

## **Know the danger signs**

- A yellow or orange flame instead of blue (except living flame fires).
- Staining around or on the gas appliances.
- Pilot lights that blow out frequently.
- Coal and wood fires will be difficult to light, may burn slowly or go out.

## **Know the symptoms of carbon poisoning**

Carbon monoxide poisoning is often confused with the flu because the symptoms include severe headaches, chest or stomach pains, drowsiness, nausea, dizziness and general lethargy. Severe carbon monoxide poisoning can turn the skin pink and the lips bright red. So despite being asphyxiated, the victim doesn't turn blue as you'd expect.

Experiencing any of these symptoms in the vicinity of a gas appliance requires urgent medical attention.

## **What preventative measures can I take against carbon monoxide exposure?**

- Ensure that all gas appliances and flues are serviced.
- Allow Hackney Homes access to your home when gas safety engineers visit.
- Always make sure there is enough fresh air in the room containing your gas appliance and ensure air vents are not covered.

## **What should I do in an emergency?**

If you fear that someone may have CO poisoning, call for medical help immediately by dialling 999 and ask for an ambulance. Ensure the victim is:

- Removed immediately from the contaminated area.
- Placed in the open air.
- Given pure oxygen if available.
- Kept at rest - avoid all exertion.

If you smell gas:

- Turn off the supply by moving the valve to the OFF position.
- Contact Transco immediately on free phone 0800 111 999.
- Don't smoke or use any matches.
- Don't use electrical switches.
- Open doors and windows to increase air ventilation.
- Check to see if the pilot light to your boiler has been blown out or a gas tap has been left on.



## **Who to contact?**

**If you have any questions about gas safety,  
please call freephone 0800 199 124.**

This leaflet provides you with information about gas safety at home. Read about what you can expect when gas operatives visit your home to carry out gas safety checks. If you would like a translation of this document please call the Housing Contact Centre on 020 8356 3691 or tick the appropriate box and return this form to the freepost address below.

### Bengali



বাড়িতে গ্যাসের নিরাপত্তা সম্পর্কে এই প্রদর্শনটি তথ্য প্রদান করে গ্যাসের নিরাপত্তা বিষয়ক তদন্ত সম্পন্ন করার জন্য যখন গ্যাস অপারেটররা আপনার বাড়ি ভিজিট করেন তখন আপনি কি প্রত্যাশা করতে পারেন সে সম্পর্কে পড়ুন যদি আপনার এই দলিলের অনুবাদে দরকার হয়, তাহলে অনুগ্রহ করে ০২০ ৮৩৫৬ ৩৬৯১ নম্বরে হাউসিং কন্টাক্ট সেন্টারকে ফোন করুন অথবা উপযুক্ত ব্যক্তি দিন এবং এই ফর্মটি নিম্নে ফ্রিপোস্টে (ডাক চিঠিতে লাগবে না) ফিলাইন ফেরত পাঠান।

### French



Ce feuillet vous donne des informations sur la sécurité du gaz à la maison. Il vous explique ce que les employés du gaz doivent faire quand ils viennent faire les contrôles de sécurité chez vous. Si vous désirez une traduction de ce document appelez le Centre de contact Logements (Housing Contact Centre) au 020 8356 3691 ou bien cochez la case appropriée et renvoyez le coupon à l'adresse port payé ci-dessous.

### Kurdish



Ev belavok li ser ewelhiya gazê ya li malê agahiyê dide we. Bixwînin, dema ku xebatkarên gazê ji bo kontrolên ewelhiya gazê tî malê ma we, hun dikarin çî hevî bikin. Heke hun wergera vê dokumentê dixwazin, ji kerema xwe telefon bikin bo Navenda Têkiliyê ya Xanî li 020 8356 3691 an jî qutika minasib îşaret bikin û vê formê jî navîşana posta bêpere ya jêrîn re bişînin.

### Polish



Ta broszura zawiera informacje na temat bezpieczeństwa związanego z użytkowaniem instalacji gazowych w Państwie mieszkaniu. Można z niej dowiedzieć się, jak przebiega wizyta inspektorów przeprowadzających testy bezpieczeństwa instalacji gazowej. Jeżeli chcieliby Państwo otrzymać tę broszurę w języku polskim prosimy o kontakt z Centrum Informacji dla Mieszkańców pod numerem 020 8356 3691 lub o zaznaczenie odpowiedniego pola i odesłanie formularza bezpłatnie pod podany poniżej adres.

### Urdu



یہ ورقچہ آپ کو گھیر میں گیس حفاظت کے بارے میں معلومات فراہم کرتا ہے۔ گیس سے حفاظت کے بارے میں جاننے کے لئے جب گیس کے اعلیٰ کارکن آپ کے گھر آتے ہیں تو آپ کو کیا توقع کرنی چاہئے، اس کے بارے میں پڑھیں۔ اگر آپ کو اس دستاویز کا ترجمہ درکار ہو، تو براہ مہربانی رابطہ مرکز برائے مہمان ساری (Housing Contact Centre) کو اس پر فون کریں یا موزوں جائزے پر ٹیک کا نشان لگا کر اس فارم کو مہمان ساری مڈل مفت ڈاک بظہر واپس کر دیں۔ 020 8356 3691

### Somali



Warqaddani waxay ku siineysaa macluumaad ku saabsan amniga gaaska ee guriga. Ka akhri waxyaalaha ku saabsan waxa aad ka rejeeyso marka ay howl wadeenada amniga gaaska gurigaaga soo boogaan si ay u sameeyaan habnida amniga gaaska. Haddi aad jecleen laheyd dokumentaigan oo tarjuman fadlan ka wac Xarunta Xiriirka Guriyeynta (Housing Contact Centre) Italian 020 8356 3691 ama sax godka ku haboon kuna soo dir foomkin cinwaanka hoose ee boostada bilaashka ah.

### Spanish



Este folleto le proporciona información sobre la seguridad relacionada con el gas en su hogar. Lea lo que podrá esperar cuando los técnicos del gas acudan a su hogar para efectuar chequeos de seguridad de gas. Si desea una traducción de este documento, llame al Centro de Contacto de Vivienda (Housing Contact Centre) al 020 8356 3691 o marque la casilla adecuada y renvieve el formulario a la dirección de freepost que aparece abajo.

### Turkish



Bu broşür, evde gaz emniyeti hakkında size bilgi vermektedir. Gaz çalışanları gaz emniyeti kontrollerini yapmak için evinize geldiğinde neler yapmalarını bekleyebileceğinizi okuyun. Bu dokümanın tercüme edilmesini istiyorsanız, lütfen 020 8356 3691'den Konut İşleri İlgili Merkez'e telefon edin ya da uygun kutuya işaretleyerek, bu formu aşağıdaki ücretsiz posta adresine gönderin.

### Vietnamese



Tờ này nói cung cấp cho quý vị những thông tin về an toàn khí đốt tại nhà. Đọc về những gì bạn có thể chờ đợi khi các nhân viên thực hiện tới thăm nhà bạn để tiến hành những kiểm tra an toàn khí đốt. Nếu quý vị muốn một bản dịch tài liệu này, xin hãy gọi cho Trung tâm Liên lạc Nhà ở (Housing Contact Centre) số 020 8356 3691 hoặc đánh dấu vào hộp thích hợp và gửi lại mẫu này theo địa chỉ bưu điện miễn phí dưới đây.

### Chinese



這份傳單向您提供有關家庭中使用用煤氣(瓦斯)的安全情況。當煤氣工作人員拜訪府上作煤氣安全檢查時，看看您期望有哪些內容。如果您希望得到本文的翻譯，請打電話給房屋聯絡中心(Housing Contact Centre)，號碼是020 8356 3691，或者在對應的方格中打勾，然後把表格寄回到以下免郵費地址。打勾，然後寄回到以下的免郵費地址。

If you would like this document in any of the following formats or in another language not listed above, please complete and send the form to the address below.

In large print

In Braille

On Disk

On audio tape

In another language, please state:

Name:

Address:

Tel:

Return to: Communications (Gas safety at home), FREEPOST RLTS-GHGU-UJTR, Hackney Homes, Christopher Addison House, 72 Wilton Way, London E8 1BJ