

Annual gas safety check and servicing

By law, we must carry out an annual gas safety check of your home. This check must take place even if you do not have a live gas supply. This leaflet explains our responsibilities as a landlord, your responsibility as a tenant and how to avoid putting yourself at risk from faulty gas appliances.

Our duty as your landlord

We will ensure that:

- Your gas fittings (appliances, pipe work and flues) installed by us are maintained and in a safe condition.
- All work is carried out by a Gas Safe registered engineer.
- A gas service is carried out on each appliance/flue in your home every year which is required by law. (For a new tenancy, all gas appliances/flues will be checked when you move in)
- We keep a record of each annual gas service and issue you with a copy.
- You have a copy of your home's current gas safety certificate. (For new tenants, this is included in your welcome pack)

Your duty as a tenant

As a tenant, you must:

- Allow us and our contractors access to your home to carry out vital maintenance and safety checks on our gas appliances every year, even if you don't use gas.
- **Please note: Failure to give us reasonable access to your home to check gas appliances is dangerous for you, your family and your neighbours. It is also a breach of your tenancy agreement and it could result in legal action to enforce access, or we could end your tenancy.**

- Ask us for permission if you want to replace a gas appliance, by law you must use a suitably qualified Gas Safe engineer to carry out any work to a gas installation in your home.

Contact us if you see the following danger signs

- Sooting or staining marks on or around the appliance.
- A yellow or orange lazy flame – not crisp and blue.
- More condensation than normal in the room where the appliance is installed.
- Anyone in your household suffering from drowsiness, headaches, nausea or pains in the chest when using a gas appliance.

If you notice any of these signs, turn off the appliance immediately and contact us.

Gas Safety Tips

- Never try DIY with gas.
- Make sure your gas meter is clear of obstructions.
- Don't block up air vents, ensure flue terminals are kept clear and never cover appliances.
- Never use a gas appliance if you think it is not working properly.
- Be cautious if buying a second hand gas appliance – don't scrimp on safety.
- Always follow the user instructions.

If you smell gas or fumes, turn off the gas at the meter, open windows, put out naked flames, don't use electrical switches and call us straight away on 0800-678-1894. Alternatively call the Gas Emergency freephone number on 0800-111-999.

Beware of the symptoms of carbon monoxide poisoning; nausea, breathlessness, dizziness, stomach or chest pains, drowsiness or flu like symptoms that ease when you go away from the home.

Remember you can't see, smell, taste or hear carbon monoxide but it can kill.