

Your Guide to Gas Safety

Important:

! If you **smell gas**, or think that
• there may be a **gas leak**:

- **CALL** the **24 hour Gas Emergency Service** immediately on:

T: 0800 002 001

- **DON'T** use electrical switches
- **SHUT OFF** the gas supply at the meter
- **PUT OUT** all naked flames
- **OPEN** doors and windows
- **LEAVE** the property

Safety advice regarding carbon
monoxide is available in leaflet form
or on the Choice website

Lots of homes rely on gas for heating, hot water and cooking. Whilst well maintained gas equipment is generally very safe, faulty gas boilers, fires and cookers can be deadly. Appliances which are not regularly serviced can cause gas leaks, fires, explosions and carbon monoxide poisoning.

Safety checks

- Choice is fully committed to ensuring your safety within your home and that all gas appliances are maintained in a safe condition. By law, we have to check all gas appliances in your home every year, to make sure that they are safe. A gas engineer needs to visit your home to carry out this **free** safety check and service.

How do I know when my gas service is due?

- The safety check and service is carried out annually. Our gas engineers will contact you approximately 8 weeks before your service certificate expires to arrange an appointment for the safety check and service to be completed. We start the process at this point to ensure that the service is completed before the current certificate expires. The next service will be due no more than 12 months following this service.

How long does the safety check take?

- The check takes about 20 minutes. Once the safety check and service is completed the contractor will provide you with a Gas Safety Certificate. Please keep this in a safe place for your records.

Who completes the check?

- A qualified Gas Safe Registered engineer will do the check. Please ask to see their identity card before you let them in.

Do I have to let the engineer in?

- **Yes.** Your tenancy agreement says that you must let the engineer in. Gas checks save lives. We are required to do them by law. If you repeatedly refuse to allow the check to take place, we are required to take legal action. We will also seek to recover any additional costs incurred.

“No Access” Procedure:

It is vital that you provide access to allow Choice to check and service your gas boiler. If you do not contact us and our engineers are unable to gain access to your property, the Association will commence our “No Access” procedure, which could result in your gas supply being shut off; your tenancy may also be at risk and we may commence legal proceedings to ensure access is provided. **Our number one priority is to ensure you are safe in your home.**

If the gas safety check appointment time does not suit, what should I do?

- Our engineers will endeavour to arrange the service to suit you, however, your new appointment must take place within **7 days** from the original appointment date. If you need to change the appointment please contact the gas contractor directly - their contact details will be noted on the appointment card you have been sent. Alternatively contact Choice Services Centre immediately on **0300 111 2211** or by e-mail to **repairs@choice-housing.org**

If you do not contact us and our contractors are unable to gain access, the Association will commence our “No Access” Procedure, which could result in your gas supply being shut off and your tenancy may also be at risk.

What will the engineer check?

- The engineer will check and service all the gas appliances that Choice owns, such as gas boilers. They will also check the gas supply pipes and complete a visual check of gas appliances that you own, such as gas cookers. They will not complete a service of your appliances as they are your responsibility to maintain. The engineer will also be able to answer any gas related questions that you have. They can show you how to use the heating and hot water system, and can also provide advice about saving energy.



What if an appliance is faulty?

- The engineer will fix faults straight away if they can. If they can't, they will arrange follow-up repairs. They will disconnect appliances that are unsafe where they are unable to repair immediately. We will fix the problem as soon as possible, for free.

Benefits of Servicing your Boiler

- In addition to the obvious safety benefits of boiler servicing, a well maintained boiler will also ensure the boiler is operating efficiently, thereby reducing your fuel costs and reducing the likelihood of failure.



Never reconnect an appliance that has been disconnected for safety reasons as this is dangerous.

Gas safety: top tips

- Always follow the appliance manufacturer's operating instructions for your gas appliances.
- Ensure you give access to the Association's Gas Safe Registered engineer to check the appliances in your home annually as requested.
- Make sure you know where and how to turn off your gas supply.
- You must request permission from Choice to install a gas appliance.
- If you think an appliance might be faulty, turn it off and call Choice immediately to report it.
- Test your carbon monoxide detector regularly and report any faults to Choice immediately.