



GAS SERVICING & YOUR SAFETY

Shepherds Bush Housing Group

As your landlord, we have a legal requirement to carry out annual gas safety checks. This is for your safety and that of your neighbours.

WHAT WILL BE CHECKED?

We'll check your boiler and, if you have one, the hot water cylinder in your airing cupboard. We don't service your own appliances, such as cookers or gas hobs, but we will check that they are safe to use and any defects will be reported to you.

HOW LONG WILL IT TAKE?

A gas service usually takes approximately 45 minutes to complete. If urgent repairs are required, then this may take longer.



HOW CAN I PREPARE FOR A GAS SAFETY CHECK?

- If you have a pre-payment gas and/or electric meter please ensure you have enough credit.
- Ensure there is clear access to the boiler and airing cupboard.
- Keep children and pets out of the area during the visit.
- Make sure an adult is present if children under 16 are home.
- Please do not touch any tools or equipment belonging to our engineer.

USEFUL NUMBERS

Shepherds Bush Housing Group
0208 996 4200 or 0800 917 0839

Gas Safety Advice Line
0800 300 363

National Grid
0800 111 999

Gas Safety Register
0800 408 5500

HOW IS THE GAS SAFETY CHECK BOOKED?

When your home is due to be serviced we will write to you with an appointment time. If you are unable to make the appointment, please contact us on **0800 9170839** or **020 8996 4200**.



It is your responsibility to give our gas engineers access to your home to complete the gas service. Failure to allow access is a breach of your tenancy and, if necessary, legal action can be taken to gain access to the property. You will be recharged for any legal costs that we incur and improvement works on your home will be stopped. This is for your safety and your neighbours.

If unsafe, your appliance will be disconnected from the gas supply as a safety precaution. It will then be your responsibility to ensure that the appliance is serviced and maintained by a Gas Safe Registered Engineer. You can find out more by visiting www.gassaferegister.co.uk

If we make repeated attempts to gain access to service your appliance but are unsuccessful, the supply will be capped off if you have an external gas meter. Once you have contacted us and we have serviced the appliance the supply will be reinstated.

For more advice on gas servicing and safety please refer to your tenant handbook on pages 26 and 27.



Repairs and maintenance

Gas safety

If you will get:

- Open doors and windows;
- Turn the gas off at the meter, unless the meter is in the cellar;
- Avoid using any naked flames or electrical switches; and
- Phone National Grid on 0800 111999.

Under the Gas Safety (Installation and Use) Regulations 1998, we have a legal responsibility to carry out a properly gas safety check to gas appliances in your home. We'll arrange and appoint with you. If you do not allow us into your home, or arrange to have your own appliances checked, you are putting yourself and your community in danger.

When gas does not burn properly, more carbon monoxide is produced, which is poisonous. You are at risk of carbon monoxide poisoning if you do not have your appliances regularly checked to make sure they are safe.

According to the Health and Safety Executive, around 7 people die from carbon monoxide poisoning each year, caused by gas appliances or flues which have not been properly fitted or maintained.

What we check

We will check the gas appliances we have provided, such as boilers, gas fires and gas supplies. We also service gas boilers to make sure they are working efficiently and will continue to work efficiently over the next 12 months. We will send you a Gas Safety Certificate to confirm that we have carried out the check.



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Visit www.gas.gov.uk for more information or phone us on 0800 9170839

Repairs and maintenance

What you are responsible for

You are responsible for making sure that the appliances you have fitted yourself, such as gas fires and cookers are checked by a qualified Gas Safe engineer. If you fitted your own flue, you are responsible for making sure that it is checked by a qualified engineer. We recommend that every year you arrange a reputable gas contractor to make sure that your appliances are safe.

You are responsible for checking any cookers, hobs or fires we have provided or fitted.

Gas servicing audits

Servicing your gas appliances is important so please respond promptly to any calls or letters. We also check a random selection of the gas safety checks we carry out each year. This is equally important to make sure that we are meeting our responsibilities and that we are carrying out the gas safety checks and servicing to the necessary standard. Please allow engineers into your home if we choose you for the audit.

What happens if you don't let us carry out the gas safety check?

Unfortunately a small number of tenants do not allow us into their home to check their appliances. We make every effort to contact these people and arrange suitable appointment dates.

If the gas safety check is overdue and you do not let us into your home to check your appliances, we will have to take serious action. This may involve forcing access to your home.

In these circumstances we may have to change the locks to your home, which you will have to pay for. You will also have to pay other costs we have from trying to get into your home. If you regularly do not let us into your home to carry out these checks, we will consider taking legal action and you could lose your home.

Please allow us into your home as soon as you can once we have asked you for access.

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WHAT SHOULD I DO IF I SMELL GAS?

If you think you can smell gas, it is important that you follow these steps:

- Turn off the gas at the meter or the emergency control valves.
- Put out all naked flames, including cigarettes.
- Open windows and doors to air the property.
- Do not use any electrics including doorbells, phones, lights and switches.
- Call the **National Grid Helpline on Freephone 0800 111 999**. They will talk you through their safety procedure and arrange for their engineer to visit within an hour.
- If your home has a door intercom system, please open the door manually when the engineer arrives.

The National Grid will ensure that the gas supply is safe but they will not carry out any repairs. After their visit, it is important that you phone us to report the problem. We can only send out an engineer to carry out an engineer for a repair after the National Grid has visited you.

HOW CAN I REDUCE THE RISK OF CARBON MONOXIDE POISONING

Carbon monoxide poisoning is caused by gas appliances that have not been properly installed or looked after. You can't see it, taste it, or even smell it. But it can kill without warning in just a matter of hours.

As your landlord, we service gas appliances we are responsible for every year. There are some steps that you can take to reduce the risk of carbon monoxide poisoning in your home:

- Check the carbon monoxide alarm we have fitted in your home.
- Ensure that ventilation holes or air bricks are unblocked.
- Do not use any room with an open fire place or gas fire to sleep in.
- Do not place portable gas heaters in hallways or corridors.
- Only use portable barbecues outside.
- Do not have a ceiling fan fitted in a room where a gas fire or gas boiler.



WHAT SHOULD I DO IF MY BOILER OR GAS FIRE ISN'T WORKING?

Many boilers and gas fire issues can be fixed in a few simple steps. Before requesting a repair, you could try the following:



- Check gas, electrical and water supplies to the appliance are turned on. If you have a pre-payment gas and/or electric meter you may need to top up the credit and press the re-set button.
- Check the thermostat is turned up and the clock timer is on.
- Turn your heating up high for a short period to see if you can get it back into action.
- If the clocks recently went forwards or backwards your clock programmer may need adjusting to the right time.
- If there has been a recent power cut your heating clock programmer may need to be reset. Set it to come on in 15 minutes' time - if that works simply re-enter your preferred settings.
- Try turning the electrical supply to the boiler off and on - the switch is usually near the boiler or in the airing cupboard. This might reset your boiler and resolve the problem.

CONTACT DETAILS

For queries relating to your tenancy, please check your tenant handbook or please visit www.shbg.co.uk. Register on MySBHG to see your rent statements, report repairs and more.



If you have any queries, please call us on Freephone **0800 9170936** or **0208 9964200** or email customer.service@sbhg.co.uk.