

gas safety advice

gas leaks/smell of gas

If you think there may be a gas leak in your home:

- ✗ do not turn any electrical equipment on or off, this includes light switches and mobile phones, this can cause an explosion
- ✓ if you can, turn off the main gas supply; the on/off lever can be found at the side of your meter
- ✓ put out all cigarettes or naked flames
- ✓ open windows for ventilation
- ✓ call the gas emergency helpline on **0800 111 999**

carbon monoxide

Faulty gas appliances can produce carbon monoxide. You cannot smell it, taste it or see it, but it can kill.

Symptoms of carbon monoxide poisoning include: sleepiness, headaches, chest pains, erratic behaviour, diarrhoea and feeling sick - particularly when gas appliances are being used.

Other warning signs to watch out for:

- ▶ sooty marks or yellow/brown stains around an appliance
- ▶ an appliance burning with a yellow or orange lazy flame not a crisp blue one
- ▶ smoke in the room; this could show that a chimney or flue is blocked

If you notice any of these signs turn the appliance off immediately and call the gas emergency helpline on **0800 111 999**.

contact your local Incommunities office for further information:

aire-wharfe	0845 166 0100
east	01274 257200
north	01274 254400
shingley	01274 257300
south	01274 254900
west city	0845 166 0200

If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone 01274 254321

Pokud chcete tyto informace v jakémkoli jiném formátu včetně zvětšeného tisku, audio CD/kazety, Braillova písma nebo překladu do jiného jazyka, volejte prosím na telefonní číslo 01274 254321

Ak chcete tieto informácie v inom formáte vrátane zväčšeného písma, zvukového CD/kazety, slepeckého písma alebo v preklade do iného jazyka, zavolajte na tel. číslo 01274 254321

gas servicing

give us access & be safe



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www.incommunities.co.uk



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keeping you safe important information

- ▶ using gas appliances in your home is normally very safe and problem free
- ▶ by law, to keep our gas appliances working safely they need to have a gas service every year by a qualified gas engineer
- ▶ our gas engineers must be able to gain access to your home to carry out this service
- ▶ we will take legal action to gain access to your home if needed



free gas service for your home

To help keep you safe, Incommunities carries out a free gas service check every year.

what is a gas service check?

During a gas service a qualified engineer will check all gas appliances, such as boilers, installed by Incommunities for:

- ▶ gas leaks - these can be dangerous and can cause explosions
- ▶ faults - faulty appliances can release a dangerous gas called carbon monoxide. Carbon monoxide can kill
- ▶ if the service shows that all the gas appliances are working safely, a gas service certificate will be posted to you within 28 days of the service
- ▶ a representative from Powerminster's PropertyCare will carry out the gas servicing on behalf of Incommunities
- ▶ the gas service will normally take about one hour

when will I have my gas service?

- ▶ every 12 months
- ▶ during the year PropertyCare will write to you with an appointment for a gas service; giving you 5 - 7 days notice of your appointment
- ▶ you must let Powerminster/Incommunities know straight away if you need to change it
- ▶ if you need help to re-arrange your gas service you should contact Incommunities gas service team on one of the following numbers:
01274 **254379**, 01274 **254380**, 01274 **254378**

important things to remember

- ▶ our gas service check is **free**
- ▶ all of our gas engineers carry an identification card. Please ask to see this card before you allow anyone into your home. If you are in doubt about their identity then please contact PropertyCare on 01274 **395766** or **0845 2998556**, they will be able to confirm the identity of the engineer
- ▶ please keep your gas service certificate safe, it is valid for one year
- ▶ the gas engineer will not inspect or repair gas appliances that you own, such as a cooker
- ▶ we will only check gas fires connected to a chimney or flue installed by Incommunities

Legal action will be taken against any tenant who refuses to allow access into their home to carry out the gas service. The legal costs can be passed onto the tenant.

gas safety tips

- ✗ do not use a ceiling fan at the same time as using any gas appliance that has a naked flame
- ✗ do not block up air vents or flues inside or outside your home
- ✗ do not attempt DIY gas work!
- ✓ install a carbon monoxide detector/alarm
- ✓ only allow a Gas Safe registered engineer to service or repair your gas appliances. Before they carry out any work, ask to see their Gas Safe identification card
- ✓ be cautious when buying second hand gas appliances