

keeping you safe gas service



give us access
and be safe



BRADFORD COMMUNITY
HOUSING • TRUST • GROUP

propertycare
by **powerminster**



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, Bradford Community Housing Trust Group (BCHT Group) 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 BCHT Group 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 company called PropertyCare carry out the gas servicing on behalf of the BCHT Group
- The gas service will normally take 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 them know straight away if you need to change it
- If you need help to re-arrange your gas service you should contact your local Trust office

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 **651212**, 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 the BCHT Group

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 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**.

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 CORGI registered engineer to service or repair your gas appliances. Before they carry out any work, ask to see their CORGI identification card
- ✓ Be cautious when buying second hand gas appliances

Contact your Trust for further information:

Aire-Wharfe	0845 166 0100
Bradford West City	0845 166 0200
East Bradford	01274 257200
North Bradford	01274 254400
Shipley	01274 257300
South Bradford	01274 254900

If you would like this leaflet translating, please contact your local Trust office who will arrange to explain the contents. This leaflet can also be made available in large print.

اگر آپ یہاں دی گئی معلومات کو سمجھنے کیلئے مترجم کی مدد چاہتے ہیں، تو برائے مہربانی اپنے مقامی ٹرسٹ آفس سے رابطہ کریں جو آپ کے لیے ان کی تشریح کرنے کا بندوبست کریں گے۔

আপনি যদি এ দলিলের অনুবাদ পেতে চান তাহলে অনুগ্রহ করে আপনার স্থানীয় ট্রাস্ট অফিসের সাথে যোগাযোগ করুন যারা এতে যা যা রয়েছে সেগুলোর ব্যাখ্যা প্রদান করার ব্যবস্থা গ্রহণ করবেন।

www.bchtgroup.org

Bradford Community Housing Trust Group

Made up of Aire-Wharfe Community Housing Trust Ltd, Bradford West City Community Housing Trust Ltd, East Bradford Community Housing Trust Ltd, North Bradford Community Housing Trust Ltd, Shipley Community Housing Trust Ltd, South Bradford Community Housing Trust Ltd, BCHT Foundation Ltd, charitable Industrial and Provident Societies and Bradford Building Services Limited.