



Gas safety

Advice for you

Your safety is important to us

Every year about 14 people die from carbon monoxide poisoning. Faulty appliances do not burn gas properly and excess carbon monoxide is produced. Poorly fitted flues can also allow a build-up of carbon monoxide in your home, even if the appliance is ok.

You can't see it. You can't taste it. You can't even smell it. But carbon monoxide can kill without warning and in just a matter of hours.

What Co-op Homes is doing

We have a legal obligation to complete an annual gas safety check on your boiler if it was installed by us. We want to arrange to do this at a time that suits you but if we do not get your co-operation we can take legal steps to gain access to your property.

You should have a copy of your gas safety check certificate. If this is more than a year old, or you are unsure about the last date of inspection, you should contact Co-op Homes immediately on 0845 250 7276.

Our Gas Safe registered engineer will service and maintain all gas appliances installed by Co-op Homes and will check the gas pipework to make sure there are no leaks. Where a gas appliance is suspected as being unsafe or inadequately ventilated, it will be turned off by our engineers for your own safety. A warning notice will be attached to the appliance and the engineer will explain whether you or Co-op Homes needs to renew it.

The gas engineer records the inspection or what work has been carried out and leaves a copy of the Landlords Gas Safety Record (LGSR) for you to keep.

What you must do

Carbon monoxide

Symptoms of carbon monoxide poisoning include tiredness, drowsiness, headache, nausea, pains in the chest and stomach pains. These symptoms may easily be confused with flu or simple tiredness.

If you or your family experience the above symptoms and you believe carbon monoxide may be involved, you must seek urgent medical advice.

If you suspect there is a carbon monoxide leak in your home, immediately:

- Open all doors and windows
- Shut off the gas supply (if you know where it is)
- Contact Co-op Homes on 0845 059 7717

Gas leaks

- If you smell gas, or suspect there is a gas leak you should immediately:
- Open all doors and windows
- Shut off the gas supply (if you know where it is)
- If the leak continues leave your home and warn your neighbours
- Call National Grid on 0800 111 999
- Contact Co-op Homes on 0845 059 7717

What you can do

There are a few things you can do to help keep yourself safe from carbon monoxide.

- Do not sleep in a room with a gas appliance unless you are sure that it is a 'Room-sealed' appliance. This means that it is fully sealed-off from the room and all the products from gas combustion go directly outside via the flue.
- Do not use a gas appliance if you think it is not working properly. Signs to look out for include:
- Yellow / orange flames rather than blue flames (except fuel effect fires or flueless appliances)
- Soot or yellow/brown staining around or on appliances
- Pilot lights that frequently blow out
- Increased condensation inside windows
- Never block or obstruct any appliance, fixed ventilation grills, air bricks or air vents, or outside flues

Whenever draught exclusion, ceiling or extraction fans, double glazing or conservatory extensions are fitted to a room containing a gas appliance, the appliance should be checked for safety.

Carbon monoxide alarms are a useful back-up precaution but must NOT be regarded as a substitute for proper installation and maintenance of equipment. If you decide to buy a carbon monoxide alarm, ensure it meets current safety standards (BS EN 50291) and carries the Kite mark. Always follow the manufacturer's sitting instructions.

For more information

Visit the Health & Safety Executive's (HSE) website at www.hse.gov.uk/gas/domestic. You can also find Gas Safe registered operatives at www.gassaferegister.co.uk.

Accessibility

At Co-op Homes we are committed to a policy of equal access to all of our information. If you would like this booklet supplied in alternative formats, such as Braille, large print, on audio tape or in another language, please contact us on **0845 0322 433**, send an email **communications@rhp.org.uk** or write to us at the address below.

Albanian

Sipas kërkesës, ky dokument gjithashtu gjendet edhe në gjuhë të tjera, me shkrim të madh dhe në formë dëgjimore.

Arabic

هذه الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة سمعية عند الطلب.

Bengali

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে এবং অডিও টেপ আকারেও অনুরোধে পাওয়া যায়।

Farsi

این مدرک همچنین بنا به درخواست به زبانهای دیگر، در چاپ درشت و در فرمت صوتی موجود است.

Gujarati

આ દસ્તાવેજ વિનંતી કરવાથી બીજી ભાષાઓ, મોટા છાપેલા અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.

Hindi

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है।

Polish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formie audio.

Punjabi

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

Somali

Waxaa kale oo lagu heli karaa dokumentigaan luqado kale, daabacaad ballaaran, iyo cajal duuban haddii la soo waydiisto.

Urdu

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

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