

Gas safety and servicing information for tenants



Every year we service and check all our properties with gas heating appliances.

This guide explains how you can help to make sure your gas central heating appliances are serviced yearly and are well-maintained. It also includes some useful contact numbers if there is an emergency or when you need to speak to someone in our Gas Servicing Section.

What happens if I smell gas?

If you smell gas or fumes:

- Turn the gas off at the meter.
- Open all doors and windows.
- Don't use electrical switches.
- Call the National gas emergency number - **0800 111 999**.

What happens if my system breaks down?

You should contact OneCALL:

- phone 0345 8 507 507; or,
- email onecall@wdh.co.uk

What happens if I fail to allow you access to my home?

We take the safety of our tenants and their neighbours seriously. If you do not allow us access to your home after repeated attempts, we will take the following action.

- Attend your home and cap the meter off, which may include a lock change to allow access. We will recharge you for this.
- Tell you we will be passing your details on to our solicitors.
- Apply to the County Court for an injunction to gain access to your home.
- Ask the Court to order you to pay our legal costs.

What happens if the appliances in my home are faulty but I still use them?

It is an offence to use, or for us to allow you to use, a gas appliance which is known to be unsafe.

What happens if I can't be at home on my appointment date?

To arrange a convenient appointment:

- phone Gas Servicing on Free phone 0800 731 7347; or,
- email gasservicing@wdh.co.uk.

What happens if WDH finds a gas cooker that is not working properly?

If we find a cooker that is faulty or unsafe we will tell you. If it is leaking gas or showing signs of distress we will cut off its supply and complete the necessary gas safety regulations paperwork. It is your responsibility to maintain and repair your gas cookers. Always use a Gas Safe registered gas engineer to repair the appliance.

The dangers of carbon monoxide

Carbon monoxide is a dangerous gas which can cause serious illness or even kill. Carbon monoxide is difficult to detect as you can't see it, smell it or taste it. Even low levels of this poisonous gas can cause brain damage or death. For further information see our Carbon Monoxide Safety factsheet.

What are the danger signs?

- Yellow or brown staining/soot deposits on or around appliances regardless of the fuel being burnt.
- Fires that are difficult to light.
- Coal or wood fires burning slowly or going out.

- Smoke in a room - the chimney or flue could be blocked.
- Pilot lights that often blow out.
- Increased condensation inside windows.
- Gas flames which are orange or yellow when they are normally blue.

Symptoms of carbon monoxide poisoning include:

Tiredness, headaches, stomach pains, chest pains, nausea, vomiting, erratic behaviour, drowsiness, breathlessness and giddiness.

If you or your family experience any of these symptoms and believe that carbon monoxide could be responsible, you should contact National gas emergency number **0800 111 999** and seek medical advice immediately.

Carbon monoxide detectors

WDH recommends the use of carbon monoxide detectors where they are installed, tested and serviced following the manufacturer's recommendations.

The detectors are only an alarm and you must allow our engineers into your home to carry out the annual service as your Tenancy Agreement states.

Our duty as your landlord

We are committed to your safety and insist that all appliances are serviced every 12 months. As your landlord we will ensure the following.

- Gas fittings and flues installed / owned by us are maintained and in a safe condition.
- All installations, maintenance and gas servicing are carried out by Gas Safe registered engineers.
- Flue or chimney are checked when we carry out your gas appliances' annual service. We will not service or repair gas cookers.
- We keep a copy of each annual gas service.
- You get a copy of the current gas safety certificate for your home when completed. If you are a new tenant, a copy will be in your tenancy pack.
- All our gas engineers will carry a WDH ID badge and a Gas Safe photograph ID card.
- We contact you when your appliances are due for an annual gas service and advise you of an appointment date.

Your duty as a tenant

As our tenant you too have responsibilities.

- You should allow us access to your home to carry out maintenance and safety checks on our gas appliances, as stated in your tenancy agreement.

- If we have not been able to contact you by the time the gas servicing is due we will attend your home and cap the meter off, which may include a lock change to allow access.
- You must let authorised WDH employees, or other agents, into your home at all reasonable hours to carry out any inspections or any work we consider necessary. This is to ensure the property and surrounding properties do not put you or anyone else at risk. We will give you 24 hours advance notice in writing, if possible.
- If you want to replace a gas appliance, you must get permission from us first. Contact any of our service access points (details are on the Contact Us page of our website) or phone OneCALL on 0345 8 507 507.
- Never use a gas appliance if you think it is not working properly. Report it to OneCALL on 0345 8 507 507.
- Never cover an appliance or block or obstruct any convection air vents, fixed ventilation grilles or airbricks.
- Always ask a gas safe registered engineer to carry out repairs to your gas appliances.
- Always follow the manufacturers' instructions when using appliances.

Tenants should only sleep in bedrooms and not rooms where gas appliances are installed. If a room with a gas appliance must be used to sleep in, please contact us for further advice.

Always ask callers at your door to show their identity card before letting them into your home. We do not authorise work to be carried out on your home without arranging this with you in advance. If you are in any doubt, call OneCALL on 0345 8 507 507.

Useful numbers

Repairs

If your appliance breaks down contact OneCALL on 0345 8 507 507 or e-mail onecall@wdh.co.uk

Gas Servicing

To ensure appliances / flues are checked yearly or for any gas servicing enquiries contact our Gas Servicing Section Freephone 0800 731 7347.

If you smell gas or fumes:

- Turn the gas off at the meter.
- Open all doors and windows.
- Don't use electrical switches.
- Call the National Gas Emergency Services on **0800 111 999**.

Health and Safety Executive

For further advice about gas safety you can contact the Health and Safety Executive Gas Safety Advice Line on 0800 300 363.

Gas Safe Register

If you are unsure whether someone is Gas Safe registered you can contact the Gas Safe Register on 0800 408 5500 or visit the Gas Safe website: www.gassaferegister.co.uk

We are committed to providing equal access to information. If you would like this information in another format please phone us on 0345 8 507 507.