

# Gas safety



Every year about 30 people die from carbon monoxide poisoning caused by gas appliances and flues, which have not been properly installed or maintained. Many others also suffer ill health. As your landlord, we are required to have your boiler checked every 12 months.

When gas does not burn properly excess carbon monoxide is produced, which is poisonous.

- You can't see it!
- You can't taste it!
- You can't even smell it!

Carbon monoxide can kill without warning in just a matter of hours and you are particularly at risk when you are asleep as you cannot recognise the early symptoms of carbon monoxide poisoning. These include tiredness, drowsiness, headache, nausea, pains in the chest and stomach pains.

If you or your family experience these symptoms, and you believe carbon monoxide may be involved, you must seek urgent medical advice. Your doctor will need to test a blood and breathe sample. Carbon monoxide quickly leaves the blood, and tests may be inaccurate if taken more than four hours after exposure has ended.

## You are at risk from carbon monoxide poisoning if:

- Your appliance was poorly installed/ not working properly
- Your appliance has not been checked for safety or maintained regularly
- Your chimney or flue gets blocked
- There is not enough fresh air in the room



- You allow non-Gas Safe registered engineers to install or maintain your appliances.
- If you sleep in a lounge that is fitted with a back boiler

## The Answers

- Never use a gas appliance if you think it is not working properly. Signs to look out for include yellow or orange flames (except for fuel-effect fires which display this colour flame), soot or stains around the appliance and pilot lights which frequently blow out
- Never cover an appliance or block the convection air vents
- Never block or obstruct any fixed ventilation grilles or airbricks
- Never block or cover outside flues

## If you smell gas, or suspect there is a gas escape, you should immediately do the following:

- Open all doors and windows
- Shut off the gas supply at the meter control valve (if you know where it is). If the gas continues to escape call the National Grid on the free phone gas emergency number **0800 111 999**.

## Your obligation as a tenant

As your landlord we are required to have your boiler checked every 12 months by a Gas Safety registered installer.

In order to do this we arrange for our gas contractors, Sun Realm Heating, to make an appointment with you to carry out an annual gas safety check on your equipment. As Hightown must do this by law, it is a condition of your tenancy that you allow our contractors access.

**SUN REALM**  
Heating Co Ltd



## Our procedure

Sun Realm will contact you once a year to arrange your gas safety inspection. Please help us by allowing our gas contractor access to your home. All our contractors will carry identification, so please ask to see it if you are concerned. If you are still worried please contact our Asset Management Team on 01442 292342. We take this responsibility very seriously as it concerns the safety of you and your family.

This is the procedure we will follow:

- Our gas contractor will send you a letter informing you about the appointment.
- If you are not in when they visit, they will send another letter with a new appointment.

- Two further attempts will be made by the gas contractor to get a firm appointment.
- Sun Realm will advise us if they have been unable to obtain access and we will send out reminder letters.
- If you fail to contact us, we will try to call you once more before starting legal proceedings, this can be an injunction or, in some cases where failed access is repeated, we could seek possession of your home.
- The cost of legal proceedings will be collectible from you and can be expensive.

## For repairs please contact the Maintenance Team on:

**Tel:** 01442 292301

**Out of hours repairs:** 0845 160 00 77 (local rate) or 0203 701 3525 (from a mobile)

### Email:

[maintenance.services@hightownha.org.uk](mailto:maintenance.services@hightownha.org.uk)

To report a repair online or download our Repairs Handbook please visit [www.hightownha.org.uk](http://www.hightownha.org.uk)

## For servicing please contact the Asset Management Team on:

**Tel:** 01442 292342

### Email:

[maitenance.services@hightownha.org.uk](mailto:maintenance.services@hightownha.org.uk)



**If you would like to receive this information in another language, on audio tape/CD, in large print or Braille, please call 01442 292300.**

Kung gusto mong makatanggap ng impormasyong ito sa ibang salita, tape, CD, malaking sulat o' Braille, tumawag lang sa 01442 292300

Se desiderate ricevere queste informazioni in un'altra lingua, su audiocassetta/CD, a caratteri ingranditi o in Braille, vi preghiamo di contattare il numero telefonico 01442 292300.

Jeśli chciałbyś/chciałabyś otrzymać te informacje w innym języku, na taśmie audio lub CD, dużą czcionką lub Braillem, proszę zadzwonić pod nr: 01442 292300.

如欲以其他語言獲得此資料，或此資料的錄音帶 / 光碟，大字版或凸字版，請聯絡01442 292300。

Se for do seu interesse obter estas informações em outro idioma, em gravação em fita ou CD, em letras garrafais (letras grandes) ou Braille, favor entrar em contato através do número 01442 292300.

Jos haluaisitte saada tämän tiedon muulla kielellä, kasetilla tai CD:llä, isona tekstinä tai pistekirjoituksena, olkaa hyvä ja ottakaa yhteyttä numeroon 01442 292300.

اگر آپ کو یہ معلومات کسی دوسری زبان، آڈیو ٹیپ / سی ڈی، بڑی چھپائی یا بریل میں درکار ہے، برائے مہربانی رابطہ کریں  
01442 292300

এই তথ্যগুলি যদি আপনি অন্য কোনও ভাষায়, বা অডিও টেইপ বা সিডিতে, অথবা বড় হরফে বা ব্রেইলে পড়তে চান, তাহলে অনুগ্রহ করে 01442 292300 নাম্বারে যোগাযোগ করুন।

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01442 292300 [info@hightownha.org.uk](mailto:info@hightownha.org.uk) [www.hightownha.org.uk](http://www.hightownha.org.uk)  
A charitable housing association.

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