



A Guide to Gas Safety

What Does the Check Involve?

The safety check is free and takes about 40 minutes. We check and service your boiler, gas pipes and flues (pipes that take fumes outside).

As part of the safety check we will also check the connection to your gas cooker. **We are not responsible for checking the cooker itself, as you are responsible for this.**

If you have a gas appliance which is not owned by us, you can contact us for advice on arranging a safety check.

Why Do I need A Gas Service and Safety Check?

Every year in the UK about 50 people die

from carbon-monoxide poisoning because of faulty gas fires, central-heating boilers, cookers and other gas appliances. Often these deaths could have been avoided if the appliance had been regularly checked.

As well as making your home safer, a check will make sure your appliance is working properly. So it could also save you money on your energy bills.

How Is My Yearly Service and Check Arranged?

We have to visit your home once a year to conduct a safety check.

When your next safety check is due, our contractor will automatically send you a letter with an appointment time.

If the date or time is not correct, please let the contractor know so that another appointment can be arranged.

If you are not at home for the appointment, the contractor will leave a card letting you know they called. You will need to contact them to re-arrange another appointment. **You will be re-charged for the contractors' costs if you did not keep an appointment.**

If you keep missing your appointments we can take legal action to get into your

home. If the contractor fails to carry out the safety check, Westway will send you a letter asking you to contact us to make another appointment within seven days. If you do not contact us or the contractor, you will receive a letter from our solicitors. The cost of us sending this letter will be re-charged to you.

If you still do not allow our contractor in, we will apply to the court for an injunction (an order by the court) which will give us the right to enter your home to carry out the gas service whether you are at home or not.

What Happens After the Check?

Once your check is complete, the contractor will give you a 'Landlord Gas Safety Record' (LGSR), which used to be known as a CP12.

I No Longer Use Gas in my Property, Do I Still Need A Check?

Even if the gas meter in your home has been turned off, we still need to check the pipes to make sure there are no gas leaks.

More About Carbon Monoxide

Carbon monoxide (CO) is a colourless, odourless, poisonous gas. It can kill

without warning as it does not have a smell and you cannot see it. The early symptoms of CO poisoning are similar to flu, but without the fever. They include headache, tiredness, shortness of breath, feeling sick and dizziness.

As well as the checks that we carry out, you can help keep yourself safe from CO poisoning by:

- ❖ always using a Gas Safe registered contractor to install and serviced your gas cooker and appliances.
- ❖ never block air vents on an appliance or outside grilles, flues or air bricks.
- ❖ never use an appliance if you think it may not be working properly.
- ❖ never burn charcoal inside your home or garage.
- ❖ never use portable fuel-burning camping equipment inside a home.
- ❖ never leave a car running in a garage attached to your home, even with the garage door open.
- ❖ never use un-vented fuel burning appliances in any room with closed doors or windows or in any room where people are sleeping.
- ❖ make sure any CO detectors or alarms fitted are not covered by furniture or curtains.

Our Service Standards

We will:

- ❖ carry out the yearly service on your gas boiler (the law says we have to do this).
- ❖ check how satisfied you are with our gas servicing, report back on the results and take action on what you tell us.

Report An Issue With Your Heating System or Boiler

Please report any issues with your heating or boiler to our maintenance department on 020 8962 3333 or 0208 962 3348. For out of office hours emergency repairs, please ring Pinnacle on 020 7540 4595.

In An Emergency

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

- ❖ *turn off your gas supply* straight away at the meter.
- ❖ phone the national gas emergency number: **0800 111 999**.

If You Smell Gas

- ❖ **DO** put out anything that makes a fire or flame, such as candles or your gas cooker.
- ❖ **DO** open all your doors and windows.
- ❖ **DO** put out cigarettes.
- ❖ **DON'T** use matches or naked flames.
- ❖ **DON'T** turn on or off any light or power switches as they could make a spark.

What to do if Your Carbon Monoxide Detector Goes Off

- ❖ Check whether you or any other family member is affected by any of the signs and symptoms of carbon monoxide poisoning (headache, dizziness, nausea, fatigue). If carbon monoxide poisoning symptoms are suspected, everyone should vacate the house and call for medical assistance. Dial 999 for an ambulance if necessary.
- ❖ if no one has any symptoms of poisoning, promptly turn off all gas or other fuel burning appliances. Immediately ventilate the whole property by opening all windows and doors.
- ❖ call us on 020 8962 3334 or Pinnacle on 020 7540 4595 if outside office hours. We will arrange for a **qualified**

engineer to attend and have the problem solved before restarting appliances.

- ❖ **Do not re-enter** the premises until it has been aired out and the problem corrected.

This leaflet is about gas safety. If you would like this leaflet in another language or format please contact us in your own language.

Our Contact:

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Opening Hours

Monday to Friday, 9.00am to 5.00pm.