

Gas and carbon monoxide



What is annual gas servicing?

It is a legal requirement to service your gas appliances once a year (this does not include your cooker). The cost of this service is itemised on your rent account notice, which is sent out once a year.

If you can smell gas:

- Immediately turn off the incoming gas supply at the meter
- Open windows to ventilate the area
- Call the National Grid on the gas emergency free phone number **0800 111 999**. Do not wait until your annual gas service!

Carbon monoxide

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

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

But carbon monoxide can kill without warning in just a matter of hours. You are at risk of carbon monoxide poisoning, if you do not have your appliances checked and maintained at your annual gas servicing appointment.

The early symptoms of carbon monoxide poisoning can include tiredness, drowsiness, headaches, nausea, pains in the chest and stomach pains. These symptoms can often be confused with flu or simple tiredness.

If you have a carbon monoxide alarm in your home, test it regularly. Do not paint it or cover it up.

If you sleep in a room with an open flued appliance, i.e. a gas fire or solid fuel stove, please notify your Housing Patch Manager and remind the Gas Engineer when he is carrying out work within your home.

Checking the colour of gas flames

A safe gas appliance will display a steady blue flame, a potentially dangerous gas appliance will display a yellow or orange flame.

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 stains around the appliance and pilot lights which frequently blow out.



Home alterations

You can make improvements to your home, as long as you get our written permission first. All alterations must be done safely, using the correct materials and must comply with relevant building controls and planning regulations.

A suitably qualified person must carry out all work involving gas installations. You must obtain a safety certificate from the person carrying out the work and let us have a copy of it. Any gas appliance you have had installed will be serviced by us after the first 12 months.

Calor gas

You may not use or store calor gas bottles within your home as you may be putting yourself and others around you in danger.

Solid fuel

Carbon monoxide poisoning can also occur with solid fuel fires if they cannot breathe and ventilate through the chimney.

You can reduce the dangers of carbon monoxide poisoning from solid fuel fires by:

- Making sure there is proper ventilation, assisted by regular cleaning and sweeping.
We will undertake this work as part of the annual service
- Always using the right fuel
- Never leaving an open fire unattended without a fireguard
- Always using a securely fitted fireguard when children are in the house.

