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**Rushden Office**  
1 Crown Court  
Crown Way  
Rushden  
Northamptonshire  
NN10 6BS

t: 0300 123 6611  
text: 07797 800062

**Rutland Office**  
Pinewood  
1 Cold Overton Road  
Oakham  
Rutland  
LE15 6NT

t: 0300 123 6611  
text: 07797 800062

email: [spirehomes@longhurst-group.org.uk](mailto:spirehomes@longhurst-group.org.uk)  
[www.spirehomes.org.uk](http://www.spirehomes.org.uk)



# The importance of gas safety

Keep your family and your home safe with a simple gas service, which is **free** to you.



Win £50 of vouchers!  
See inside for details



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Gas appliances within your home must be serviced on an **annual** basis within your home.

By law, as your landlord, we are responsible for making sure that gas appliances, fittings and flues are maintained in good order and are checked once in a 12 month period by a Gas Safe registered engineer.

The reason this needs to be done is to prevent **carbon monoxide poisoning**. You cannot see it, taste it or even smell it, but **carbon monoxide can kill** without warning in just a matter of hours.

The symptoms of this include tiredness, drowsiness, headaches, nausea, stomach pains and pains in the chest. These can easily be confused with the flu or simple tiredness.

*Every year approximately 30 people die from carbon monoxide poisoning caused by gas appliances not being serviced.*

**Failure to allow access to your property to enable an engineer to carry out the annual gas service will result in court action being taken - this can lead to repossession of your home and all court costs recharging to the occupier.**

If you smell gas or suspect there is a gas leak you should immediately do the following:

- Open all doors and windows.
- Do not switch on any appliances.
- Shut off the gas supply at the meter control valve in meter box.
- Call Transco on the Gas Emergency Free Phone number **0800 111 999**.
- In the case of a suspected carbon monoxide leakage, follow the above procedure unless you can identify the specific appliance at fault. In this case, you should consult a Gas Safe registered installer to investigate and make repairs.

**If you are concerned about this please contact Aaron Services on 0300 1236611.**

If you or your family experience any symptoms or believe you have been exposed to carbon monoxide please seek urgent medical attention.

### **Save Money on Gas Bills**

By keeping an eye on your gas appliances and heating system you could not only save lives, you could save money too. Badly maintained appliances may be wasting gas and running up large fuel bills.

### **Win £50.00 by keeping your first appointment**

When you keep your first appointment for your gas service we will automatically enter you into our monthly prize draw to win £50.00 of shopping vouchers.

- A non Gas Safe registered engineer installs or maintains your appliances.
- There is not enough fresh air in the room or your chimney/flue gets blocked.

## Storage Tank in Roof Space

In light of the recent tragic death of Rhianna Hardie, a baby who died after being scalded by water from a faulty immersion heater, it is important to look out for telltale warning signs to help prevent further similar tragedies.

Signs to look for are:

- Excessively hot water coming out of the hot water taps.
- Excessive noise or 'bubbling' from the hot water cylinder
- Hot water coming out of certain cold taps.
- Steam/moisture in the roof space.

**If you are concerned about your appliance or notice any of the above warnings, please contact Aaron Services on 0300 1236611.**

## What Can I Do To Be Safe?

**Never** use a gas appliance if you think it is not working properly.

**Never** cover an appliance or block the convection air vents.

**Never** block or obstruct any fixed ventilation grilles or air bricks.

**Never** block or cover outside flues.

## Gas servicing – What Happens?

A Gas Safe registered engineer will visit your home to service all gas-fired heating appliances (except cookers) and do:

- A visual inspection of appliance(s), associated flues and gas pipe-work.
- Check ventilation, if appropriate.
- Dismantle appliances and clean/dust out/vacuum, as required (not cookers).
- Check correct operation of flue.
- Check/adjust burner pressure, as required.
- Carry out test for gas tightness of pipe-work to the whole of the property.
- Check fuse rating to heating system.
- Check smoke alarm.

The engineer then has to fill out the Landlords certificate (CP12). It is important that all gas appliances, including tenants own, are listed on the certificate. It is helpful to advise the engineer of all the gas appliances within the property. This is an approximate guide. It should take between 15 minutes and one hour to carry out the servicing, depending on the condition and the appliance type.

## What Do I Have To Do?

Our contractors, Aaron Services, will send you an appointment card with a date and time in advance of the gas servicing approximately 60 days before the safety certificate expires. **If this is not a convenient time, please contact Aaron Services and re-arrange the appointment on 0300 1236611.**

If they do not hear from you, Aaron Services will visit you to carry out the servicing. If you are not at home they will send you a second appointment. Again, please contact Aaron Services to re-arrange if this is inconvenient.

If Aaron Services still find that they cannot gain access to your home, they will ask Spire Homes to write to you. **You can contact Customer Services at Spire Homes, on 0300 1236611, to arrange access.**

If Spire Homes cannot make contact with you, they will apply for a court order to gain access to the property, which **could result in repossession of the property and court costs recharged to you.**

Spire Homes will endeavour to avoid this happening and will take the necessary action to prevent our tenants being put at risk. The reason for this is because we, as landlords, are responsible for the gas safety in your home. **Unsafe gas appliances could result in illness or even death.**

## Safety Information and Tips

Each year in the UK carbon monoxide poisoning claims around 30 lives. An odourless, colourless gas is produced when any fossil fuel does not burn properly. The deadly fumes are due to faulty equipment.

There is a risk of poisoning due to lack of ventilation in a room or when a chimney or flue is blocked. Warning signs to look out for include:

- Gas flames which normally burn blue will burn orange or yellow.
- Sooty stains on or near appliances.
- Coal or wood fires that burn slowly or go out.
- People suffering from prolonged flu-like symptoms seek medical advice.

**If you are concerned about your appliance or notice any of the above warnings please contact Aaron Services on 0300 1236611.**

Most deaths can be avoided if people are more aware of the silent killer. You are at risk of carbon monoxide poisoning if:

- Your appliance was poorly installed.
- Your appliance isn't working properly.
- Your appliance has not been checked or maintained regularly.