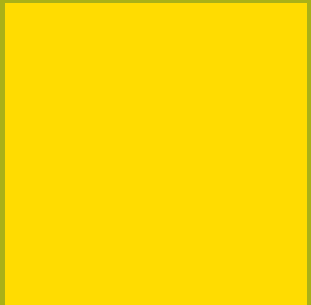


Your Guide To Gas Safety



Making A Positive Difference
By Empowering People
And Communities

YOUR GUIDE TO GAS SAFETY



Lots of homes rely on gas for heating, hot water and cooking. Whilst well maintained gas equipment is generally very safe, faulty gas boilers, fires and cookers can be deadly. Appliances which are not regularly serviced by the Association can cause gas leaks, fires, explosions and carbon monoxide poisoning.

Safety Checks

- Ark Housing is fully committed to ensuring your safety within your home and that all gas appliances are maintained in a safe condition. By law, we have to check all gas appliances in your home every year, to make sure that they are safe. A gas engineer needs to visit your home to carry out this free safety check and service.

How Do I Know When My Gas Service Is Due?

- The safety check and service is carried out annually. Our gas engineers will contact you approximately 8 weeks before your service certificate expires to arrange an appointment for the safety check and service to be completed. We start the process at this point to ensure that the service is completed before the current certificate expires. The next service will be due no more than 12 months following this service.

How Long Does The Safety Check Take?

- The check takes about 40 minutes. Once the safety check and service is completed the contractor will provide you with a Gas Safety Certificate. Please keep this in a safe place for your records.

Who Does The Check?

- A qualified Gas Safe Registered engineer will do the check. Please ask to see their identity card before you let them in.

Do I Have To Let The Engineer In?

- **YES.** Gas safety checks are required to ensure that the gas boiler is safe for you to continue to use. Ark Housing is legally required to service the boiler annually. If you do not allow access, then you are in breach of your tenancy agreement and are also putting you and your family at risk. If there is continued access issues, then your Housing Officer will be informed and will issue a warning and start legal proceedings, if required. Any costs incurred for access issues will be re-charged to the tenant.

NO ACCESS PROCEDURE

It is vital that you provide access to allow Ark Housing to check and service your gas boiler. If you do not contact us and our engineers are unable to gain access to your property, the Association will enter into our no access procedure, which could result in your gas supply being shut off; your tenancy may also be at risk and we may commence legal proceedings to ensure access is given.

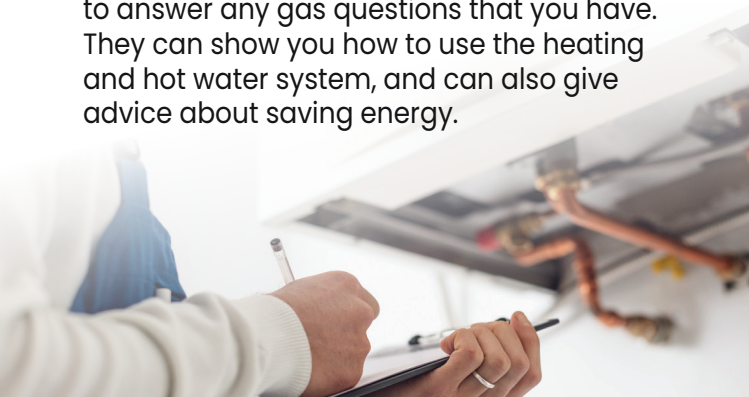
OUR NUMBER ONE PRIORITY IS TO ENSURE YOU ARE SAFE IN YOUR HOME.

What Should I Do If I Will Not Be At Home For The Appointment For The Gas Safety Check?

- Our engineers will endeavour to arrange the service to suit you, however, your new appointment must take place within **7 days** from the original appointment date. If you need to change the appointment please contact the gas contractor directly - their contact details will be noted on the appointment card you have been sent, alternatively contact Ark Housing immediately on **028 9075 2310** or by e-mail to **repairs@arkhousing.co.uk**. If you do not contact us and our contractors are unable to gain access, the Association will enter into our **NO ACCESS PROCEDURE**, which could result in your gas supply being shut off and your tenancy may also be at risk.

What Will The Engineer Check?

- The engineer will check and service all the gas appliances that Ark Housing owns, such as gas boilers and appliances. They will also check the gas supply pipes and complete a visual check of gas appliances that you own, such as gas cookers. They will not complete a service of your appliances as they are your responsibility. The engineer will also be able to answer any gas questions that you have. They can show you how to use the heating and hot water system, and can also give advice about saving energy.



What If An Appliance Is Faulty?

- The engineer will fix faults straight away if they can. If they can't, they will arrange follow-up repairs. They will disconnect appliances that are unsafe where they are unable to repair immediately. We will fix the problem as soon as possible, for free.

Benefits Of Servicing Your Boiler

- In addition to the obvious safety benefits of boiler servicing, a well maintained boiler will also ensure the boiler is operating efficiently, thereby reducing your fuel costs.

NEVER RECONNECT AN APPLIANCE THAT HAS BEEN DISCONNECTED FOR SAFETY REASONS AS THIS IS DANGEROUS.



Gas Safety: Top Tips



- Always follow the appliance manufacturer's operating instructions for your gas appliances
- Ensure you give access to the Association's Gas Safe Registered engineer to check the appliances in your home annually as requested
- Make sure you know where and how to turn off your gas supply
- You must request permission from Ark Housing to install a gas appliance
- If you think an appliance might be faulty, turn it off and call Ark Housing immediately to report it
- Test your carbon monoxide detector regularly and report any faults to Ark Housing immediately

IMPORTANT

If you **smell gas**, or think that there may be a **gas leak**:



Call the 24 hour Gas Emergency Service immediately on:



1850 20 50 50

STEP 1 - Do not use electrical switches



STEP 2 - Shut off gas supply at meter



STEP 3 - Put out all naked flames



STEP 4 - Open doors and windows



STEP 5 - Leave the house



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If you require this leaflet in an alternative format or if you wish to find out more please contact us.