

Many of our homes have gas appliances such as boilers, cookers and fires. Badly fitted and poorly serviced gas appliances can cause gas leaks, fires, explosions and carbon monoxide poisoning, leading to potential death. It is important that they are regularly serviced to help keep you safe.

Who is responsible for the fitting and fixing of gas appliances in my home?

PCHA is responsible for fitting, servicing and inspecting your boiler. By law, we have to carry out a gas boiler safety check and service once every 12 months. Our contractor Clairglow will need access to your home to carry out this check. Whilst the certificate we issue legally lasts 12 months, we operate a 10-month process, which means we will start trying to make an appointment with you 10 months or so after the last service to ensure that no certificate expires. This means that your gas services will take place a month or so earlier each year. We have a legal and regulatory obligation to do this and if there was to be an accident in a home without a valid gas safety certificate this could have serious consequences for PCHA: we could be put out of business by the Regulator, or indeed the Chief Exec could go to prison!

Therefore, please help us by responding quickly to any request from us or our contractors for an appointment and don't leave it to the last minute. If we have not been able to make an appointment with you by month 11, we may apply to the court to force entry to your home by gaining an injunction. If you are going away in the couple of months prior to your gas certificate expiring, PLEASE make the appointment before you go so that we don't start legal action to force entry.

IMPORTANT

If we have to go to court you will be recharged the court costs of about £600.

You are responsible for your own gas appliances (e.g. cooker). Always use a **Gas Safe registered** engineer to fit, fix and check gas appliances in your home – it's the law and will help keep you safe. To find a Gas Safe registered engineer, call the free helpline on **0800 408 5500** or visit www.gassaferegister.co.uk.

Always ask to see an engineer's Gas Safe ID card and check the back of the card to ensure they are qualified to carry out the specific type of gas work you need.

How often should I have appliances checked or serviced?

All gas appliances, including boilers, gas cookers and gas fires should be safety checked annually by a Gas Safe registered engineer. We will do this for any appliances installed/ owned by us and so it is important that you allow us access. Our contractor is currently Clairglow; their number is 01732 885822.

Gas Safety

- Only use gas appliances for their intended purpose, e.g. don't use a gas oven to heat a room or use a gas barbeque inside the house.
- Check gas appliances for warning signs that they are not working properly, e.g. lazy yellow flames instead of crisp blue ones, black marks or stains on or around the appliance or too much condensation in the room. But remember that an unsafe appliance sometimes has none of these signs at all.
- Always ensure there is enough ventilation for your gas appliances to allow them to burn correctly and make sure you are not blocking any air vents that provide an air supply to the gas appliance.

What should I do if I smell gas or in a gas emergency?

Act quickly and take the following safety steps:

- Get fresh air immediately. Open all doors and windows to ventilate the room.
- Switch off the appliance and do not use it again until it has been checked by a Gas Safe registered engineer.
- Turn off the gas supply at the mains.
- Call the National Gas Emergency number **0800 111 999**.
- Contact a Gas Safe registered engineer to check and fix the appliance.



What can I do to ensure my family is safe from carbon monoxide poisoning?

- Recognise the symptoms of carbon monoxide poisoning – headaches, dizziness, nausea, breathlessness, collapse or loss of consciousness.
- Weekly testing of your carbon monoxide alarm and making sure it is located near to your gas appliances in accordance with the manufacturer's guidance.
- If you are feeling ill, visit your GP or the hospital immediately and tell them that your symptoms may be related to carbon monoxide poisoning.

For further advice or information:

Contact Clairglow on 01732 885822 or

Contact PCHA on 020 8659 3055 or repairs@pcha.co.uk.