

Gas

Safety in your home



This leaflet contains information about gas in the home, how it can be handled safely and how you can protect yourself and your family.

Gas service checks

By law, we must carry out an annual service and safety check of all Sanctuary gas appliances in your home (boilers, cookers, fires). Poorly-maintained appliances can give off carbon monoxide – a colourless, odourless, poisonous gas that can kill.

Our engineers will check, clean and test your appliances – it should only take about an hour. They carry identification and won't mind if you call us to check.

If you haven't had a gas service check within the last 12 months, or if you do not have any gas appliances but have had a gas meter installed in the last

12 months, please call our Gas Compliance team immediately on **0800 131 3348** or email **contactus@sanctuary-housing.co.uk**.

If you're worried about the safety of gas equipment, turn it off and don't touch it until it has been checked by an engineer. Call us to arrange this.

As part of your tenancy agreement, you must let our registered Gas Safe engineers into your home for these checks. If you don't, we may have to take legal action – but why put yourself and others at risk?





If you smell gas

Do

Open all doors and windows

Shut off the gas supply at your gas meter

Put out all sources of ignition or naked flames

Leave the building

Call National Grid's gas emergency freephone number **0800 111 999** and contact us on **0800 131 3348**

Don't

Smoke or light any flames

Turn any switches, including light switches, on or off

Use telephones – including mobiles



Want to know more?

Call the Health and Safety Executive's gas safety advice line between 8am to 8pm (Monday to Friday) and 10am to 4pm (Saturdays) on freephone **0800 300 363**.

This leaflet can be translated into other languages, large print and Braille or recorded on to an audio CD. Please contact your local office for details.

0800 131 3348 (landline) 0300 123 3511 (mobile)

contactus@sanctuary-housing.co.uk

www.sanctuary-housing.co.uk

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