

Oil

Safety in your home



Central heating boiler not working properly?

If your boiler isn't working properly, or you have no heat, check the following:

Do you have both oil and electricity coming through? Power cuts will stop your boiler from working.

Is the timer programmer display on? (Your timer programmer may be in the airing cupboard, on or near the boiler).

If there's no display, check that the electric isolation switch is on (this switch may be in the airing cupboard or near the boiler).

If the electric isolation switch is on, turn the central heating programmer to 'continuous'.

Finally, make sure the room thermostat is turned to the maximum. Wait for about half an hour – if you still have no heat, please contact us and we'll arrange to send out an engineer.

If you run out of oil, please contact us to arrange for an oil engineer to come out. Air will need to be removed from the system before it can be turned back on.

Never try to turn on your boiler if there's no oil in the tank. This could cause damage to the boiler, which you may be charged to repair.

This leaflet explains all about the safety checks. It also has some useful information about oil appliances in your home.

There's nothing more important than the safety of you and your family, so it's vital that our oil engineers are given access to your home for the annual oil service.



By law, we must service oil powered boilers and carry out an oil safety inspection in your home every 12 months.

It's essential for your safety and a condition of your tenancy agreement that you must let us and our contractors into your home to carry out these vital checks. If you don't, we may have to take legal action against you – but why put yourself and others at risk?

What's involved?

We'll arrange for a qualified oil engineer to visit your home and check the appliances we own are working properly and safe to use.

You'll receive a letter to tell you that your service is due and to give you a date for our engineer to call. If the date isn't convenient, call us to arrange a more suitable time.

We are always happy to discuss anything to do with your oil appliances or service. You can contact us by calling **0800 131 3348**.



What happens when the engineer calls?

Our engineer will show you their identification. Please always check it carefully and phone us if you do not believe it to be valid.

The engineer will ask what oil appliances you have, and where they are. They'll place dust sheets around the item before opening it up. They may examine or remove parts of the appliance and will clear away any dust, using a vacuum if necessary.

Oil flues will also need to be checked. This might mean the engineer will have to go outside or into the loft space.

Air vents/ventilation will be checked and anything blocking the vents will be removed. If this can't be done straight away, the appliance may have to be turned off until the work can be carried out. In this case, temporary heating can be arranged if needed.

Safe and secure

After the appliance/s have been put back together, they will be tested to make sure they're working properly. If they are, job done! If not, the engineer will explain what happens next. Your oil tank will also be checked for leaks.

At the end of the visit, the engineer will ask you to sign a work report to confirm that the service has taken place and the work has been carried out to the required standards. You'll be given a copy, either at the time of the visit or by post afterwards.

If you're worried that the engineer hasn't met these standards, please let us know by calling 0800 131 3348.

Oil leaks – the warning signs



Keep an eye on how much oil you usually use – if you're using more than you normally would, you may have a leak.

A strong smell of solvent, petrol or oil could be caused by a leak. Also, look out for black stains and dead plants or grass around your tank.

If you suspect an oil leak

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| <ul style="list-style-type: none">• Tell us about it call us on 0800 131 3348 | <ul style="list-style-type: none">• Try to find out where the leak is coming from |
| <ul style="list-style-type: none">• Never use detergents or a hose to wash away spilled oil | <ul style="list-style-type: none">• Use earth, sand or commercial products that absorb oil to stop the spill from entering drains |
| <ul style="list-style-type: none">• Open doors and windows to increase ventilation | <ul style="list-style-type: none">• If the leak could affect a stream, pond or other water supply, call the Environment Agency on 0800 807 060 |
| <ul style="list-style-type: none">• Check your home contents insurance policy to make sure you're covered for oil leaks | <ul style="list-style-type: none">• Take action now – don't expect the problem to go away by itself |

Take care of your tank

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| <ul style="list-style-type: none">• Check the condition of your tank regularly – if it's metal, regular painting will help to stop corrosion | <ul style="list-style-type: none">• Never light a fire close to your tank |
| <ul style="list-style-type: none">• Don't build any structure within 1.8m (about 6 feet) of your tank | <ul style="list-style-type: none">• Keep access to your tank clear for refilling |

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)

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