

Gas safety in your home

It is important to us that your home is safe from any gas issues. We check appliances regularly for your safety, to avoid gas leaks, fires, explosions and carbon monoxide in your home.

Our responsibilities

As your landlord, we have a legal duty to carry out an annual safety check on gas appliances in your home.

We carry out an inspection on all appliances every year to make sure everything is working safely for you.

During the inspection, if we find an appliance that is unsafe, we will disconnect it from the gas supply for your safety. We will repair any appliances owned by us and will inform you of any necessary repairs and improvements that you need to make to your own appliances.

We check that carbon monoxide and smoke detectors in your home are present and working correctly.

We will write to you to let you know when we are planning to carry out a safety inspection in your home. Fully qualified engineers carry out all gas checks and work.

Within 28 days, we will give you a copy of the gas safety certificate, once the checks have been completed and put a sticker on your boiler as a reminder for when the next inspection is due.

We will aim to complete all gas safety inspections within 30 days of the due date.

If we cannot access your home to carry out a safety inspection, we will take appropriate legal action which may lead to eviction. This is for the safety of you, your family and your neighbours.

Your responsibilities

Your annual gas safety check is important to keeping you safe and warm in your home. It also could help you save money by making sure that your home is energy efficient.

If you have an appointment that you can't make, please get in touch and we will change it to another time that suits you. Please be aware that we do need to complete all gas safety checks before the 12 month anniversary of the last check.

If you have payment meters, please make sure you have at least £2 credit on both your gas and electric meters for the safety checks to be carried out.

If you would like to install a new gas appliance, please contact us for permission before doing so.

If you have any concerns that you have a gas appliance that has not been checked within 12 months, please call us so we can arrange for an engineer to visit.

- Do not use any gas appliances if you think they are not working correctly. You can contact us if you have any concerns.
- Do not alter or remove smoke or Carbon Monoxide detectors within your home.
- Do not alter the fabric of the building. For example, block up remove vents, install conservatories.

Always report any problems to us immediately. If you think you are in immediate danger or can smell gas, call the Gas Emergency Helpline on 0800 111 999

Carbon monoxide poisoning

Carbon monoxide (CO) is a poisonous gas. You can not see, taste or smell it. Exposure to it can cause long term health problems. We will provide you with a CO detector that will sound an alarm if CO gas is present.

Symptoms of exposure to carbon monoxide can include:

- Headaches
- Dizziness
- Nausea
- Breathlessness
- Collapse or loss of consciousness
- People (and animals) experiencing the same symptoms at the same time.
- Symptoms that disappear or get better when you leave home and come back when you return.

The longer you are exposed to carbon monoxide the worse the symptoms will get.

What to do if you suspect carbon monoxide poisoning

It is important to get fresh air immediately. Open doors and windows, turn off gas appliances and leave the house.

See your doctor or go to hospital and let them know you suspect carbon monoxide poisoning.

If you think you are in immediate danger, call the Gas Emergency Helpline on **0800 111 999**

Contact us and we will arrange for a gas engineer to inspect your home immediately.



Did you know you can find lots more information on our website.
Visit [livewest.co.uk](https://www.livewest.co.uk)

What to do in a gas emergency

- 1 Turn off the gas supply at the meter emergency control valve. We can advise you where to find this if you do not know.
- 2 Put out any naked flames.
- 3 Open windows.
- 4 Do not switch on anything electrical including using light switches.
- 5 Do not smoke.
- 6 Call the gas emergency helpline – **0800 111 999**

