

Gas and Safety

Gas

As your Landlord we have a legal requirement to carry out an annual gas safety check and service the gas appliances in your home every 12 months (Please note: - **this service is free of charge**). Gas boilers or fires that are not working efficiently can be very dangerous. When gas does not burn properly, carbon monoxide is produced – you cannot taste, smell or see it, but it can kill without warning. So it is very important that you provide access for our contractors when Requested. If you fail to grant access to your home you are breaching your tenancy agreement.

Key stages:-

- Caldmore will send you a letter 8 weeks before the annual gas safety check and service is due. We hope this will prompt you to ring and book an appointment. (**Please note:** - if applicable ensure you have sufficient credit in both your gas/ electric meters).
- Caldmore will send you a further letter 2 weeks after you received the first letter if we have had no response and again requesting you to book an appointment. (**Please note:** - if applicable ensure you have sufficient credit in both your gas/ electric meters).
- Caldmore will send you a third and final letter 2 weeks after you received the second letter if we have had no response and again requesting you to book an appointment. (**Please note:** - if applicable

ensure you have sufficient credit in both your gas/electric meters).

- Caldmore will send you a notice seeking possession of your home if you failed to provide us with access this is sent out a week after the third and final letter.
- Caldmore will start court proceedings if you have still failed to provide us with access, and then this will result in you being evicted from the property.

Carbon Monoxide Kills!

Carbon Monoxide (CO) from gas appliances kills on average 30 people a year. In many cases this is caused by CO escaping from poorly installed or maintained gas appliances such as fires, central heating boilers, water heaters and their associated flues.

You are at risk from CO poisoning if; -

- Your appliance was poorly installed
- Your appliance is not working properly
- Your appliance has not been checked for safety or maintained regularly
- There is not enough fresh air in the room
- Your chimney or flue gets blocked up
- You allow unqualified people to install or maintain your appliance

CO is widely known as 'the silent killer', it is highly poisonous. CO is undetectable to human senses – you cannot see, smell or taste it.

What signs can you look out for?

- Yellow or brown staining around or on appliances
- Pilot lights frequently blow out
- Increased condensation inside windows
- Yellow rather than blue flame

Symptoms to look for?

- Fatigue
- Headaches
- Flu-like symptoms such as nausea
- Chest pains
- Sudden giddiness when standing up
- Sickness, diarrhoea and stomach pains
- Erratic behaviour

If you think that your appliance is spilling CO or you feel you have the above symptoms;

- Switch off the appliance – do not reuse until remedial action has been taken
- Open doors and windows to ventilate the room – do not sleep in it
- Visit your GP urgently and inform them that you believe these symptoms may be related to CO.
- Call a **CORGI registered** installer

Telephone: 01922 614505

Fax: 01922 630389

Email: info@caldmorehousing.co.uk

Gas Leaks

If you smell gas or believe you have a gas leak:-

- Do not use any electrical equipment or switch on any lights.
- Turn off the gas at the mains.
- Open all doors and windows immediately to let the gas escape.
- Extinguish all naked flames.
- Contact National Grid on 0800 111 999 and inform us as soon as possible.
- If you are deaf or hard of hearing and you have a Minicom or text phone please contact National Grid on 0800 371 787 and inform us as soon as possible.

Address: 18 Caldmore Green
Walsall
West Midlands
WS1 3RL