

# Gas Safety

Better safe than sorry

A guide for residents

Siguria p r gazin

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Badbaadada Gaaska

Seguridad para el gas

Gaz G venliĐi

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Informacija apie dujų saugą



Making  
a lasting  
difference

**Making**

a lasting  
difference

**difference**

**Gas safety in your home is important to us in keeping you safe. We want to make residents aware of the safety and legal requirements relating to gas servicing, what you can expect from us and what will happen if you refuse to allow us to carry out servicing.**

**This leaflet contains information about gas safety. If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.**

**Cantonese**

本手冊包含有關煤氣安全方面的資訊。如果您想要另外一種語言或格式的檔案，或者如果您需要翻譯服務，請與我們聯繫。

**Portuguese**

Este panfleto contém informação sobre Segurança na utilização do gás. Se pretender este documento noutra língua ou formato, ou se necessitar dos serviços de um intérprete, contacte connosco.

**Punjabi**

ਇਸ ਲੀਫਲੈਟ ਵਿਚ ਗੈਸ ਸੁਰੱਖਿਆ ਬਾਰੇ ਜਾਣਕਾਰੀ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਇੱਕ ਦੁਭਾਸ਼ੀਏ ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

**Spanish**

Este folleto contiene información sobre Seguridad para el gas. Si deseara tener este documento en otro idioma o formato, o si necesita los servicios de un intérprete, por favor póngase en contacto con nosotros.

**Turkish**

Bu broşür Gaz Güvenliği, hakkında bilgi içerir. Bu belgeyi başka bir dilde ya da formatta istiyorsanız ya da bir çevirmene gereksinim duyuyorsanız, lütfen bizimle bağlantı kurunuz.

**Lithuanian**

Šiame lankstinuke pateikiama informacija apie dujų saugą. Jei šį dokumentą norite gauti kita kalba ar kitu formatu, arba jums reikalingos vertėjo žodžių paslaugos, susisiekite su mumis.

**Why does The Hyde Group need to carry out gas safety checks?**

The law says that all landlords must make sure that all gas appliances (boilers, cookers, fires etc.), flues and pipework within homes that we manage are safely maintained and checked once every year. This helps to make sure that your home is safe. An unserviced appliance could give off lethal carbon monoxide fumes or cause a fire.

Regular checks also keep you comfortable, help to keep your gas bill to a minimum and your home contents insurance valid.

**Your gas safety check – what you can expect**

We have appointed qualified gas service contractors, who will get in touch with you – usually by letter – giving you an appointment time, and the opportunity to arrange an alternative appointment if necessary. Once you receive this letter an engineer will call at your home.

All engineers carry an identification card, and you should take time to check this before you let anyone into your home.

Before the service can be carried out it is your responsibility, as the resident, to ensure that you have gas & electricity credit on your meters. The service cannot be completed without gas and electricity being available and this may result in the appliance being turned off.

The engineer is required to leave the property as they found it, clearing away any debris and ensuring appliances involved in the service are in working order. If you have any complaints about the engineers' conduct then please contact your local Hyde office.

**When the engineer is at your home they will carry out the following**

During a gas safety check, the engineer will:

- take off the front cover of the gas boiler so they can clean it and check it is operating correctly and safely
- check that the system isn't obstructed and has plenty of ventilation

- check that the ventilation routes are clear and work correctly
- carry out a general heating system check
- need access to your gas meter, and possibly your loft
- look at any gas appliances you own (e.g. cooker, fire) to make sure they are safe (if they are not the engineer will disconnect the appliance)
- check the flue (chimney)
- check that the safety devices are working
- show you how to use the controls, and
- give you or send a copy of the gas safety record

If the engineer calls and you're not at home, a card with a contact number will be left for you. Please call the number as soon as possible and book an appointment time that is convenient for you. Once the appointment time is booked, please make sure you or another adult are at home in order to let the engineer in when they call.

### **It is very important that you let us in to carry out the checks**

We take gas safety very seriously, so if you don't allow us access to your home you could find that other services provided by The Hyde Group (such as having any repairs other than essential works or making a transfer request), are not carried out until the gas service is completed.

If you do not allow us access after we have requested it, The Hyde Group can take legal action against you in order to gain access to your property. If this course of action is required then we will charge you for our legal costs. This cost could exceed £1000, and you may also run the risk of being evicted from your property.

### **Help us to protect you**

We need your cooperation to protect the health and safety of the people who live in your home. Faulty gas appliances can release carbon monoxide into the air you breathe in your home and this can kill.

### **Appliances that you own**

The Hyde Group is not responsible for maintaining resident owned appliances. Despite this, all Hyde appointed service engineers are required to safety check all appliances and isolate any that they find to be unsafe. Hyde recommends that you arrange for a Gas Safe registered engineer, to undertake maintenance of gas appliances which you own.

### **Gas safety service standard**

To keep you safe we will:

- carry out gas safety checks on all gas appliances, flues and pipework within your home every year
- at least 52 days before the expiry of the existing gas safety certificate, offer you an initial appointment
- get in touch with you at least three times to arrange access before starting legal proceedings to gain entry to your home
- give you a copy of the gas safety certificate within 28 days of completing a gas safety check

We will also:

- expect the engineer to tell you what the gas safety check will involve
- take into account any special requirements you might have to ensure that this service is provided fairly and consistently
- ask you what you think of our services so that we can improve it if we need to

### **Further information**

For more detailed advice on gas safety and on finding a registered gas engineer, see below.

Gas Safe Register website

[www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)

Telephone on **0800 408 5500**.

Alternatively please contact your local Hyde office for further details.

## HOW TO CONTACT US

### Hyde South East

#### Lewisham & Southwark

Hollingsworth House  
181 Lewisham High Street  
Lewisham  
London SE13 6AA  
Tel: 0800 389 3576 / 020 8297 7500  
Minicom: 020 8297 7501  
Email: cshse@hyde-housing.co.uk

#### Greenwich & Bromley

Ground Floor  
Royal Sovereign House  
40 Beresford Street  
Woolwich  
London SE18 6BF  
Tel: 0800 389 3576 / 020 8319 5730  
Minicom: 0208 319 5765  
Email: cshse@hyde-housing.co.uk

#### Maidstone

Chaucer House  
Knighttrider Street  
Maidstone  
Kent ME15 6ND  
Tel: 0800 389 3598 / 01622 356 490  
Minicom: 01622 623 641  
Email: cshse@hyde-housing.co.uk

#### Canterbury

Suite 3  
Orchard House  
Orchard Street  
Canterbury  
Kent CT2 8AJ  
Tel: 0800 389 3598 / 01227 825200  
Minicom: 01227 825215  
Email: cshse@hyde-housing.co.uk

### HydeMartlet

#### Chichester

Martlet House  
Southern Gate  
Chichester PO19 8SG  
Tel: 0800 085 4195  
Email: info@hydemartlet.co.uk

#### Hove

113/119 Davigdor Road  
Hove BN3 1RE  
Tel: 0800 085 4195  
Textphone: 01273 234702  
Email: info@hydemartlet.co.uk

#### Southampton

63 St Mary Street  
St Mary's  
Southampton SO14 1NU  
Tel: 0800 085 4195  
Textphone: 023 8083 7821  
Email: info@hydemartlet.co.uk

### Community Businesses

#### Hyde Northside Homes

65 Roman Way  
Islington  
London N7 8UT  
Tel: 0800 389 6646  
Email: info.hnh@hyde-housing.co.uk

#### Hyde Southbank Homes – Stockwell

275-277 Clapham Road  
Stockwell  
London  
SW9 9BH  
Tel: 020 7346 6500  
Minicom: 020 7346 6550  
Email:  
hsh.enquiries@hyde-housing.co.uk

#### Hyde Southbank Homes – Oval

Alverstone House  
Magee Street  
London SE11 5TS  
Tel: 020 7346 6595  
Email:  
hsh.enquiries@hyde-housing.co.uk

#### Hillside Housing Trust

21 Hillside  
London  
NW10 8LY  
Tel: 020 8961 0278  
Email:  
hillsidecso@hillsidehousing.co.uk

### Minster

#### Minster

Jubilee House  
92 Lincoln Road  
Peterborough  
PE1 2SN  
Tel: 01733 349800  
Email: info@minsterha.co.uk

### in touch

#### in touch London

Hollingsworth House  
181 Lewisham High Street  
London SE13 6AA  
Repairs: 0800 389 0344  
Email:  
maintenance@intouchsupport.co.uk

#### in touch Hove

113-119 Davigdor Road  
Hove  
East Sussex BN3 1RE  
Repairs: 0800 6335710  
Email:  
maintenance@intouchsupport.co.uk

#### in touch Maidstone

Chaucer House  
Knighttrider Street  
Maidstone  
Kent ME15 6ND  
Repairs: 0800 389 1301  
Email:  
maintenance@intouchsupport.co.uk

#### in touch Chichester

Martlet House  
Southern Gate  
Chichester  
West Sussex PO19 8SG  
Repairs: 0800 085 4195  
Email:  
maintenance@intouchsupport.co.uk

#### in touch Southampton

63 St Mary Street  
St Mary's  
Southampton SO14 1NU  
Repairs: 0800 633 5706  
Email:  
maintenance@intouchsupport.co.uk

