

# Gas Safety

## Better safe than sorry

A GUIDE FOR RESIDENTS / Properties, repairs and maintenance

Gas safety is important to us to keep you safe in your home. We want to tell you what you can expect from us and what will happen if you refuse to allow us to carry out servicing of your gas appliances.

سلامة الغاز

গ্যাস পরিষেবার নিরাপত্তা

Sécurité des installations de gaz

Sicurezza degli impianti a gas

دئنیایی گاز

Dujų sauga

瓦斯安全

Bezpieczeństwo instalacji gazowej

Segurança na utilização do gás

ਗੈਸ ਸੁਰੱਖਿਆ

Badbaadada Gaaska

Seguridad para el gas

Gaz Güvenliği

An Toàn Khí Đốt

## 1. Why does The Hyde Group need to carry out gas safety checks?

The law says that your landlord must keep all gas appliances supplied for you to use, in good condition. It is important you allow our appointed contractor access to your home to undertake the required safety checks and maintenance. This helps ensure that your home is safe. An unchecked 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 ensure your home contents insurance remains valid.

## 2. 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 and 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 engineer's conduct then please contact your local Hyde office.

## 3. What the engineer will do at your home

### During a gas safety check, the engineer will:

- take off the front cover of the gas boiler so they can clean it and check that 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, including smoke alarms and CO detectors installed by Hyde.
- instruct you on how to use and test smoke alarms and CO detectors when they have installed them, including giving you the owner's manual.
- show you how to use the heating controls, and
- give you or send a copy of the gas safety record

If the engineer calls and you are 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.

## 4. 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 £1,000, and you may also run the risk of being evicted from your property.

## 5. Help us to protect you

We need your co-operation 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.

### We therefore ask you to:

- test your smoke alarm and co detector in accordance with the manufacturers' instructions (owner's manual).
- be aware that if at anytime your smoke alarm and co detector emits a full alarm signal and you are not testing the units, they are warning you of a potentially dangerous situation that requires your immediate attention.
- ensure that you have carefully reviewed the owners' manual so that you know what actions to take in the event of an alarm.

## 6. 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.

## 7. 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 service so that we can improve it if we need to.

### If you smell gas, or suspect there is a gas escape or a carbon monoxide leak...

You should immediately do the following:

- Open all doors and windows.
- Shut off the gas supply at the meter control valve (if you know where it is). If gas continues to escape, call **National Grid on the Gas Emergency freephone number 0800 111 999.**
- Make sure that any investigations or repairs are carried out by a Gas Safe registered engineer.

## 8. Further information

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

Gas Safe Register, Telephone on **0800 408 5500** website **[www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)**

Alternatively please contact your local Hyde office for further details.

## 9. How to contact us

Contact us by telephone on 0800 328 2282 or 0300 123 2233.

The Customer Services team phone lines are open Monday to Friday 8am-8pm excluding bank holidays.

Visit our website [www.hyde-housing.co.uk](http://www.hyde-housing.co.uk) or email the Customer Services team at: [customerservices@hyde-housing.co.uk](mailto:customerservices@hyde-housing.co.uk)

### The Regions

#### Brighton and Hove

113/119 Davigdor Road  
Hove  
East Sussex  
BN3 1RE

#### Chichester

Martlet House Southern  
Gate Chichester  
West Sussex  
PO19 8SG

#### Peterborough

Jubilee House  
92 Lincoln Road  
Peterborough  
PE1 2SN

#### Surrey

275-277 Clapham Road  
Stockwell  
London  
SW9 9BH

#### Southampton

Threefield House  
Threefield Lane  
Southampton  
SO14 3LP

#### Kent

26 Kings Hill Avenue  
Kings Hill  
West Malling  
Kent  
ME19 4AE

### London Region

#### Bermondsey Spa

88 Jamaica Road  
Bermondsey London  
SE16 4BA

#### Hillside

21 Hillside  
London  
NW10 8LY

#### Islington

Next to Tealby Court  
Roman Way Islington  
London  
N7 8UT

#### Lewisham

Hollingsworth House 181  
Lewisham High Street  
Lewisham  
London  
SE13 6AA

#### Oval

Alverstone House Magee  
Street  
London  
SE11 5TS

#### Packington Estate

Packington Estate Office  
The Precinct Packington  
Square London  
N1 7UG

#### Stockwell

275-277 Clapham Road  
Stockwell  
London  
SW9 9BH

**If you would like this document in another language or format, such as large print, Braille, CD or audio tape, please contact us.**

#### ARABIC:

إذا أردت هذه الوثيقة بلغة أخرى أو بطريقة أخرى، أو إذا كنت بحاجة إلى خدمات مترجم، فنرجو أن تقوم بالاتصال بنا.

#### BENGALI:

আপনি যদি এই নথিটিকে অন্য ভাষাতে বা ফরম্যাটে পেতে চান, বা আপনার যদি একজন অনুবাদকারীর প্রয়োজন হয়, অনুগ্রহ করে, আমাদের সাথে যোগাযোগ করুন।

**FRENCH:** Si vous souhaitez obtenir ce document dans une autre langue ou sous un autre format ou si vous avez besoin des services d'un interprète, veuillez nous contacter.

**ITALIAN:** Se desidera ricevere questo documento in un'altra lingua o in un formato diverso, oppure se ha bisogno di un interprete, La preghiamo di contattarci.

#### KURDISH:

ئەگەر دەتەوێ ئەم بەلگە بە زمان یان شیوازێکی دیکە بۆ تۆ نامادە بکەین، یان بێبێستنت بە وەرگێری زارەکی هەیه، تکایە پەییوەندیمان پێوە بکە.

**LITHUANIAN:** Jei pageidaujate šio dokumento kita kalba ar kitokiu formatu arba jeigu prireiktų vertėjo, maloniai prašome kreiptis į mus.

#### MANDARIN:

如果您需要本文件的其他语言版本或格式，或者您需要一名翻译，请与我们联系。

**POLISH:** Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

**PORTUGUESE:** Se gostaria de ter este documento em outro idioma ou formato, ou se necessita de um intérprete, contacte-nos.

#### PUNJABI:

ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿੱਚ ਪ੍ਰੈਂਟਰਿੰਗ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਦੱਸੋ।

**SOMALI:** Haddii aad dokomantigan ku rabtid luqad ama hab kale, ama haddii aad u baahantahay tarjubaan, fadlan nala soo xiriir.

**SPANISH:** Póngase en contacto con nosotros si desea obtener este documento en otro idioma o formato, o si necesita los servicios de un intérprete.

**TURKISH:** Bu belgenin Türkçe'sini veya Türkçe bilen birisinin size yardımcı olmasını istiyorsanız bize başvurabilirsiniz.

**VIETNAMESE:** Nếu quý vị muốn tài liệu này được ấn hành bằng ngôn ngữ khác hay định dạng khác hoặc nếu quý vị cần người phiên dịch, xin quý vị vui lòng liên hệ với chúng tôi.

### The Hyde Group

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**The Hyde Group**  
Making a lasting difference