



Gas Servicing and Safety

As your landlord, we have a legal requirement to test all gas appliances in your home that we are responsible for every year. Gas servicing ensures that appliances are safe to use in your home. Here is the key information that you need to know in preparation for your next gas servicing visit.



WHAT WILL BE CHECKED?

We will check your boiler and if you have one, the hot water cylinder in your airing cupboard. We cannot service your own appliances, such as cookers or gas hobs, but we will check that they are safe to use and any defects will be reported to you. If unsafe, your appliance will be disconnected from the gas supply as a safety precaution. It will then be your responsibility to ensure that the appliance is serviced and maintained by a Gas Safe Registered Engineer. You can find out more by visiting www.gassaferegister.co.uk.



HOW CAN I PREPARE FOR THE GAS SAFETY CHECK?

In preparation for your gas safety check, please:

- Have enough credit if you have a pre-payment gas and/or electric meter to allow the safety check to be completed.
- Ensure that free access is available to the boiler and airing cupboard.

During the visit children and pets should not enter the areas where the safety checks are being completed. An adult must be present if children are under the age of 16. Please do not touch any tools or equipment belonging to the engineer working in your home. Our registered contractors will ensure that your property and belongings are treated with respect.



HOW IS THE GAS SAFETY CHECK BOOKED?

Our registered contractor, TSG plc, completes gas safety checks on our behalf. When your home is due to be serviced TSG plc will write to you with an appointment. If you are unable to make the appointment please contact TSG plc on **0800 111 4044** to rearrange. If you are not home when they call a card will be left asking you to arrange another appointment. If you experience any difficulties contacting TSG plc you can call **bpha's** Customer Service Team on **0330 100 0272** to advise that you have tried to book a gas service appointment.

Please note:

It is your responsibility as a **bpha** tenant to give TSG plc access to your home to complete the gas service. Failure to allow access is a breach of your tenancy and, if necessary, legal action can be taken to gain access to the property. You will be recharged for any legal costs that we incur and improvement works on your home will be stopped.

If we have made repeated attempts to gain access to service your appliance but have been unsuccessful, we will cap off your supply if you have an external gas meter. Once you have made contact and we have serviced the appliance the supply will be reinstated.



HOW LONG WILL IT TAKE?

A gas service usually takes between 20 and 30 minutes to complete. If urgent repairs are required then the check may take longer.



I CAN SMELL GAS – WHAT SHOULD I DO?

If you think you can smell gas, it is important that you follow these steps:

- Turn off the gas at the meter or the emergency control valve.
- Put out all naked flames, including cigarettes.
- Open windows and doors to air the property.
- Do not use any electrical appliances by turning them on or off. This includes doorbells, phones and light switches.
- Call the **National Grid Helpline on Freephone 0800 111 999**. They will talk you through their safety procedure and arrange for their engineer to visit within an hour.
- If your home has a door intercom system please open the door manually when the engineer arrives.

The National Grid will ensure that the gas supply is safe but they will not carry out any repairs. After their visit it is important that you phone our registered heating contractor, TSG plc, on **0800 111 4044** to report the problem. One of their engineers will then be sent to carry out the necessary repairs. Please note, TSG plc can only send out an engineer after the National Grid has visited you to ensure that the gas supply is safe.



HOW CAN I REDUCE THE RISK OF CARBON MONOXIDE POISONING?

Carbon monoxide poisoning is caused by gas appliances that have not been properly installed or looked after. You can't see it, taste it, or even smell it. But it can kill without warning in just a matter of hours.

As your landlord, we service gas appliances that we are responsible for every year. There are also some steps that you can take to reduce the risk of carbon monoxide poisoning in your home:

- Ensure that ventilation holes or air bricks are unblocked.
- Do not use any room with an open fire place or gas fire to sleep in.
- Do not place portable gas heaters in hallways or corridors.
- Only use portable barbeques outside.
- Do not have a ceiling fan fitted in a room where a gas fire and/or gas boiler is present.



WHAT SHOULD I DO IF MY BOILER OR GAS FIRE ISN'T WORKING?

A number of boiler and gas fire issues can be fixed in a few simple steps. Before requesting a repair, you could try the following:

- Check that the gas, electrical and water supplies to the appliance are turned on. If you have a pre-payment gas and/or electric meter you may need to top up the credit and press the re-set button.
- Check the thermostat is turned up and the clock timer is on.
- Turn your heating up high for a short period of time to see if you can get it back into action.
- If the clocks recently went forwards or backwards your clock programmer might just need adjusting to the right time.
- If there has been a recent power cut your heating clock programmer may need to be reset. Set it to come on in 15 minutes time - if that works simply re-enter your preferred settings.
- Try turning the electrical supply to the boiler off and on - the switch is usually near the boiler or in the airing cupboard. This might reset your boiler and resolve the problem.

If you still cannot get your boiler or gas fire to work please ring our registered contractor, TSG plc, on **0800 111 4044** and they will arrange for an engineer to visit your home.

USEFUL NUMBERS

TSG plc

0800 111 4044

National Grid

0800 111 999

Gas Safety Advice Line

0800 300 363

Gas Safe Register

0800 408 5500

