

# Gas safety and servicing

As your landlord, we have a legal duty to carry out an annual safety check on gas appliances in your home. This is to make sure that appliances are safe for you and your family. We will also check that appliances are working efficiently, which can help to reduce your fuel bills.

There is no charge to you for the gas servicing and safety check which is a quick and simple process.

## Why does my home need a gas safety check?

- ◆ Most importantly, the gas safety check will help to keep you and your family safe. Every year more than 30 people are killed because of faulty gas fires or appliances in the home. You can't see, smell or taste carbon monoxide but it can kill within minutes.
- ◆ As a landlord, Gas Regulations require us to make sure all gas appliances, flues, installations and associated pipe work are maintained and are in a safe working condition.
- ◆ An unserviced boiler costs more to run and is at risk of breaking down when you need it the most.
- ◆ Deposits can build up inside boiler and central heating systems, which reduce the efficiency of the system.
- ◆ Over time parts become worn and may break down, causing the system to stop working. A regular service will address these issues and make sure the equipment is working well.

## About the service - what's involved?

The gas service usually takes no more than 75 minutes and will be carried out by a Gas Safe registered engineer, working on our behalf. The engineer will:

- ◆ Show you their identity card before entering your home.

- ◆ If you have a gas fire/boiler remove the front, clean any equipment and check that the system is working properly.
- ◆ Check the whole system by testing the pressure at the gas meter.
- ◆ Ensure the system is clear from any obstructions and that it has proper ventilation.
- ◆ If you have a water tank in the loft, this will also be checked.
- ◆ Check the flue.
- ◆ Visually check any other gas appliances that belong to you.

## What happens if I don't allow a gas safety check?

Carrying out an annual gas safety check at your home is a **legal requirement** and one that we take very seriously.

It is your responsibility under the terms of your tenancy agreement for you to give us access to your home to carry out this work.

If our engineers can't get access to your home for any reason we may serve you with a notice seeking possession for breaking these terms. Legal action may also need to be taken for us to gain access.



# Gas Safety — Your responsibilities

- ◆ Never allow an unqualified gas fitter or person to install or carry out repairs to your gas appliances, or attempt to do it yourself.
- ◆ Make sure you know where to find your gas meter and how to turn off the gas in an emergency.
- ◆ Never block or obstruct any internal or externally fixed flue from a gas appliance or any room vents. Ensure that the gas flue is kept clear at all times.
- ◆ Never cover gas appliances.
- ◆ Don't use a gas appliance if you have any doubt that it is not working properly and contact us immediately to raise your concerns.
- ◆ Allow us access to your home to carry out safety checks and maintenance on gas appliances.
- ◆ Never attempt to reconnect or use an appliance that has been condemned.

# Gas Safety — Our responsibilities

We will ensure that:

- ◆ All appliances, flues and gas pipe work installed by us are maintained and in a safe condition.
- ◆ Work is carried out by a competent Gas Safe registered engineer
- ◆ An annual gas service is carried out on all gas appliances owned by us.
- ◆ At the start of your tenancy the appliances installed are safe and have been checked.
- ◆ An annual visual safety check is carried out on all appliances not owned by us.
- ◆ You receive a copy of the safety check record, by email or post, within 28 days of the check being completed.
- ◆ A sample percentage of work undertaken by Phoenix Gas Services is quality checked by our independent third party Gas Consultants — Morgan Lambert Ltd.

## How do I make or change an appointment for a gas safety check?

Phoenix Gas Services, our Gas Safe Registered contractors, will write to you to let you know that your annual service and safety check is due to be carried out.

If you need to change your appointment, please call Phoenix Gas Services on **01782 564448** to arrange an alternative day.

You must make sure that you are at home to give the contractors access to carry out the servicing and safety check.

If you think you need a gas safety check and have not received an appointment from Phoenix, please call your local customer services team on **0800 048 8955**



# Getting the most from your gas central heating

Heating controls let you decide how your home is heated, making it warm when you want it and switching it off when you don't.

Knowing how to get the most out of your heating controls will benefit you financially and help to reduce energy wastage.

## Programmer

You can use your programmer to set time periods during which the central heating and hot water is on or off.

Set the time periods to suit your own lifestyle. For example, if you are out for most of the day, you can set the heating to come on for a couple of hours first thing in the morning, and again ready for when you return in the afternoon.

You may be able to temporarily adjust the heating through override, advance or boost switches. These options will be explained in the manufacturer's instructions.



## Room thermostat

A room thermostat simply switches the heating system on and off based on the air temperature. Once it senses that the temperature level, set on the thermostat, has been reached it switches the heating off. If the temperature falls below the level set, it will start the heating again to maintain a constant room temperature.

Set your thermostat to the lowest temperature you are comfortable with and then leave it to do its job. If you are too warm, just reducing your thermostat by 1°C can cut up to 10 per cent off your heating bills and save energy.



## Thermostatic radiator valves

Most radiators will also have thermostatic valves that allow you to change the temperature in different rooms.

This means you can leave bedrooms a little cooler than rooms you are making more use of during the day, for example the living room.

Take time to adjust the thermostatic radiator valves as they will also help you to save money by reducing energy use.







## X-Tag: life-saving gas safety technology



As part of our commitment to providing safe homes for our customers, we install life-saving gas safety technology in all of our homes.

By partnering with X-Tag, we are able to provide ground-breaking technology that will help to keep you safe from the dangers of carbon monoxide poisoning.

Our contractors, Phoenix Gas install a 'gas safety tag' in all our homes. The barcode tag is attached to the gas meter and the process of fitting the tag and collecting information about your boiler and appliances takes just 20 minutes.

## What should I do if I smell gas or fumes at my property?

- ◆ Call the National Gas Emergency Service immediately on **0800 111 999** and ensure you are safe before reporting it to us on **0800 048 8955**.
- ◆ Do not turn electrical switches on or off or do anything else that could create an electrical spark
- ◆ Turn off your gas supply at the meter
- ◆ Do not smoke
- ◆ Do not use naked flames and put out any that are present
- ◆ Open your doors and windows
- ◆ Keep people away from the area



v2.1 July22