



Gas Safety

What you need to know

Please read this information
carefully and keep it somewhere
safe for future use.

Tendring
District Council



Gas safety

Every year, a number of people die from carbon monoxide poisoning caused by gas appliances and flues that have not been properly installed or maintained. You can't see, taste or smell carbon monoxide but it can kill within just a few hours.

That is why we, as your landlord, do everything we can to ensure your safety by carrying out checks of the gas appliances that we have installed in your home.

Living in your home

Day to day repairs

To report a repair that is needed to the gas heating or hot water appliances in your home, you should contact us on 01255 686477 during office hours or 01255 222022 for emergencies only outside of office hours. You can also report non urgent repairs by visiting our website www.tendringdc.gov.uk



On receipt, all requests for a repair will be passed to our contractor. If they are unable to repair your heating immediately and if necessary, you will be provided with temporary heaters.

Annual gas safety checks

As your landlord, we are required to carry out a safety check and service of any gas heating and hot water appliances that we have installed in your home once every 12 months to make sure that they are working safely and efficiently. This is a legal requirement of the Gas Safety (Installation and Use) Regulations.

We will normally contact you about ten months after the last service has been completed to make arrangements for this work to be carried out by our specialist contractor. They will write to you to tell you when they intend to visit your home and give you the opportunity to arrange a different appointment if this is not convenient. All of the workmen employed by our contractors are required to carry identity cards and you should ask to see this before allowing them into your home.



What you should expect our contractor to do

- Carry out a visual inspection of any/all gas appliances fitted
- Check and record the gas rate / burner pressure to ensure economical running.
- Carry out a tightness test at the gas meter to ensure there are no leaks on pipe work or appliances.
- Test the appliance flue gases with an electronic meter, ensuring complete combustion and safe operation.
- Check and clean the condense trap as required.
- Check the ventilation requirements as required.
- Check the correct operation of all safety devices.
- Ask you general questions about the heating system, such as are there any leaks or have you experienced any problems?
- Carry out a visual check of your heating system to look for defects, including radiators, hot water cylinders and associated controls.
- Reset your time clock, if required.
- Visually inspect the entire length of the boiler flue system including a head and shoulders inspection through the loft space if relevant.
- Check the pressure vessel inside the boiler to make sure it is working properly.
- Complete an Electronic Landlords Gas Safety Certificate on their handheld devices. You will then be sent a paper copy of this in the post. If any faults are identified during the service, the engineer may also leave any supporting paperwork with you.

- For older appliances or where the manufacturer's instructions require it, your appliance will be stripped down, cleaned and reassembled and this will be carried out before the above tests are carried out.

In addition to the above they will:

- Complete a visual safety check on any gas cooker if present.
- Test the smoke alarm.
- Test the carbon monoxide detector.

If they find any fault on your gas cooker or any other gas appliance that you have installed which means that it is not safe to use, this will be disconnected and / or a warning notice issued.

In accordance with your tenancy agreement, you are responsible for repairing and maintaining your own equipment, such as cookers and hobs, and should make sure that these are installed and serviced by suitably qualified and competent people. We are not responsible for repairing or maintaining any of your own appliances that use gas.

If any faults are found on your own appliances during this visual inspection, it will be your responsibility to arrange for a further inspection to be carried out by Gas Safe Registered engineer to identify exactly what the fault is. We would recommend that you do this before you replace any appliance as it may be the connection or pipework that is faulty and not the appliance itself.

It is an offence for you to use or for us to allow you to use any appliance which is known to be unsafe.

What you need to do to help us:

- Make sure that you allow access on the day that our contractor is due to visit your property. If the suggested time is not convenient, please contact them in advance to arrange a more convenient appointment.
- The space around the boiler should be cleared to allow access and enough space for our contractor to carry out their tests.
- They may need to run the hot water tap to complete their inspection on the boiler.
- We will need credit on both the electric and gas meter, if one is present, to complete our tests.
- Complete and return the satisfaction survey that our contractor will give to you telling us how satisfied you were with the servicing.



We have to keep records to show that we have carried out these annual checks and you can ask to see these. You will also be provided with a copy of the certificate for your property.

What are your responsibilities?

Allowing us access to your home

It states in your tenancy agreement that you must allow us access to carry out repairs and maintenance and this includes this annual gas safety check and service.

If you do not let our contractor in you are breaking the conditions of your tenancy agreement and may also be placing yourself, your family and neighbours at risk. As a result, if you fail to respond to our requests for access, we will have no option but to take legal action against you. Any costs that we incur in taking this action will be your responsibility to pay.

We will also charge you the amount that it costs us if you miss three or more pre arranged appointments to have this safety check and service carried out.

Making alterations

If you have a secure tenancy, you have the right to make alterations to your home, providing you get our written permission first. We will not normally say no to this but there will be certain conditions attached to our permission to make sure that this work is carried out properly and safely. The main condition will be making sure that this work is carried out by a Gas Safe registered engineer.

Once you have installed your own gas appliances, you must make sure that these are maintained and checked by a Gas Safe registered engineer each year. If you do not do this, we will arrange for this check to be carried out and will charge you the amount that it cost us to arrange.



If you have an introductory or non secure tenancy, you do not have the right to make any alterations or improvements to your home.



Gas cooking equipment

You are responsible for providing and maintaining any gas cooking equipment in your home. This should be installed and maintained by a Gas Safe registered engineer.

Reporting repairs

You are responsible for reporting any suspected faults, leaks or repairs to us immediately.

You should do this by telephoning 01255 686477 or 01255 222022 for emergencies outside of normal working hours.

You can also report non urgent repairs by emailing HousingRepairs@tendringdc.gov.uk or via our website www.tendringdc.gov.uk Repairs reported in this way will only be dealt with during working hours and so these methods should not be used for reporting urgent repairs to us.



Moving out of your property

Please remember that, if you intend to take any of your own gas appliances with you when you move, these must be removed by a Gas Safe registered gas engineer and the gas supply must be properly capped off.



You should also make sure that you take your gas meter reading so that you don't pay for gas used by the next tenant of your property and let us know who supplies gas to your home.



Important safety information

- Never use an appliance that you think might not be working properly
- Never cover an appliance or block the convection air vents
- Never block any fixed ventilation grilles or air bricks
- Never block or cover outside flues
- Warning signs to look out for:
 - Yellow or brown staining around appliances
 - Pilot lights that frequently blow out
 - Increased condensation around windows
 - Yellow rather than blue flames

If you are concerned about any of these items, please contact us on 01255 686477

If you suspect a gas leak or smell fumes:

X **DON'T** smoke

X **DON'T** use naked flames

X **DON'T** turn electric switches on or off

✓ **DO** turn off the gas supply

✓ **DO** open the windows and doors to get rid of gas

✓ **DO** call National Gas Emergency Service on Freephone: 0800 111 999 (24 hour service)



