

# Gas safety information



keeping you informed



We aim to provide you with the very best gas safety information at all times. We use a variety of methods to keep you informed including News n' Views magazine, gas safety roadshows, our website and leaflets such as this one.

We value your safety and will make sure that the gas appliances in your home are maintained and safe to use.



## **How will we do this?**

We have developed an 11 month rolling gas servicing programme linked to our smoke alarm service.

We intend to visit all of our properties during the 11 months. If you do not have any gas we will still visit to service your smoke alarm system.

## **What do we expect from you?**

We plan all service work in advance, and send appointment / visit letters to every home that we intend to visit.

Written in your tenancy agreement is an obligation to allow us access into your home to carry out this work.

## **The problem**

Every year over 30 people die in the UK from carbon monoxide poisoning, which is caused by gas appliances and flues that have not been properly installed or maintained. Many others suffer ill health.



When gas (and other fuels such as coal, wood and oil) does not burn properly, excess carbon monoxide is produced which is poisonous.

You can't see it; you can't smell it; you can't taste it - but carbon monoxide can kill within a matter of hours without any warning.

You are particularly at risk when you are asleep because you are unable to detect the early symptoms of carbon monoxide poisoning. These include:

 headache

 drowsiness

 tiredness

 nausea

 chest and stomach pains.

These are symptoms that can mimic many common illnesses including flu - and can also be confused with simple tiredness.

If you, or anyone else in your household, experience these symptoms - and you believe carbon monoxide may be involved - **you must seek urgent medical advice.**





**NEVER use a gas appliance if you think that it is not working properly.**




You are at risk from carbon monoxide if:

-  your gas appliance was poorly installed
-  your appliance is not working properly
-  your appliance has not been checked for safety or maintained regularly
-  there is not enough fresh air in your room
-  your chimney or flue gets blocked
-  a non-CORGI registered engineer installed or maintains your appliance(s)

You are particularly at risk if you sleep in a room where a gas appliance is left burning at night.

## The answers





Signs to look out for include:

-  yellow or orange flames (except for fuel-effect fires which display this colour flame)
-  soot or stains around the appliance
-  pilot lights that frequently blow out

**NEVER** cover an appliance or block the convection air vents.

**NEVER** block or cover outside flues.




You should check your gas appliances after you fit any of the following:

-  draft exclusion
-  ceiling or extraction fans
-  double glazing
-  conservatory extension



## Gas escape

If you smell gas, or suspect there is a gas escape, you should immediately do the following:

-  open all windows and doors
-  shut off the gas supply at the meter control valve (ask your Aspire Gas Engineer to show you where this is at their next visit)
-  call the National Grid on **0800 111 999**

If you suspect carbon monoxide leakage follow the same steps. If you are able to identify the specific appliance at fault you should either contact us or a CORGI registered gas engineer to investigate and make repairs.





## The Law

The Gas Safety Regulations (1998) place responsibilities on installers, suppliers and landlords such as Aspire.

For your safety please remember that by law anyone carrying out work on gas appliances or fittings as part of their business must be registered with CORGI (the Council of Registered Gas Installers).

Always double-check your engineer is registered by asking to see a current CORGI photo identity card. This will include their details and photograph, and list what work the installer is able to do.

You can also call the CORGI office during normal office hours on 01256 372300 or visit their website at

**[www.corgi-gas.com](http://www.corgi-gas.com)**

NEVER complete DIY work on gas appliances. This is dangerous and likely to be illegal.

By law you must not use any gas appliance or fittings you know or suspect are unsafe.





## **How to contact our Mechanical Services Gas Safety Team**

### **By telephone**

During office hours  
(Monday - Friday 9am - 5pm)

Freephone **0800 107 8599**

Main switchboard **01782 635200**

Out of hours emergency **01782 854999**

### **By letter**

Mechanical Services  
Aspire Housing  
Kingsley  
The Brampton  
Newcastle under Lyme  
Staffordshire ST5 0QW

**If you smell gas,  
or are worried  
about gas safety,  
you can call the  
national gas  
helpline 24 hours  
a day on  
0800 111 999.**

**You may also  
contact the gas  
servicing  
department at  
Aspire Housing  
on 0800 107 8599  
between 9am  
and 5pm.**

This information can be made available in

- Other languages • Large print • Braille • Audio tape • Computer disc.

We can also offer a translation service.

If you would like information in another language or format, please ask us.

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे - Hindi

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید - Farsi

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھیے۔ - Urdu

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać. - Polish

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکایه داوامان لی بکه - Kurdish

We really value your feedback, whether good or bad, to help us improve our services.

Please contact us if you have a comment, compliment, suggestion or complaint to make about any aspect of the service we provide.

## How to contact us



By telephoning  
01782 635200

By minicom  
01782 854993

By fax  
01782 715498

By writing to  
Aspire Housing  
Kingsley  
The Brampton  
Newcastle under Lyme  
Staffordshire  
ST5 0QW

By visiting our offices  
By emailing us  
enquiries@aspirehousing.co.uk  
Via our website  
www.aspirehousing.co.uk

**word|for|word**

APPROVED BY ASPIRE HOUSING CUSTOMERS