



Gas safety information

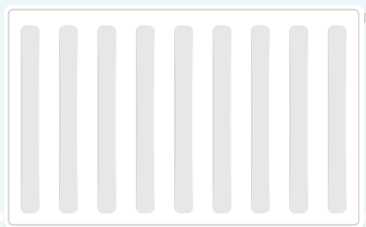
how to stay safe in your home



**If you can smell gas, or suspect a gas leak,
always call National Grid on 0800 111 999
(anytime day or night)**



When installed correctly, gas appliances are perfectly safe in the home. However, if your appliances are old, have been poorly fitted or have not been serviced correctly, it increases the chances of a gas leak occurring. Gas leaks can be very dangerous, causing health problems and accidents in the home.



What we are doing to keep you safe

We carry out an annual gas safety check in your home every 12 months, this confirms that the gas pipes and appliances in your home are operating safely. We will work with you to pick an appointment at a time that suits you.

By letting us in to do a gas service check at the first appointment, you'll automatically be entered into a **quarterly prize draw for £50**.

What happens during the check?

We look at your entire heating system and make sure it's safe. That means checking your gas appliances, pipework and flues, testing smoke detectors and carbon monoxide alarms. The inspection usually takes around 45 minutes. We'll then provide you with a copy of your gas safety certificate around two weeks later via post.

What happens if there's a fault?

If we can't complete the repair at our first visit, we'll contact you within 24 hours to schedule a follow-up appointment. This usually happens if we need to order parts. If your central heating isn't working and a repair can't be actioned immediately, we'll offer you temporary electric heaters.

Storing items in your gas boiler cupboard

It can be very dangerous to store items in a gas cupboard for a few reasons:

- Keeping flammable materials close to gas lines can significantly increase the risk of fire or explosion.
- In the event of a gas leak, having items stored in the cupboard can increase the risk of gas buildup. This can lead to potential poisoning or explosion.
- Gas cupboards need to be easily accessible for maintenance, inspection, and emergencies. Storing items in this space can block access and slow down responses in case of an emergency.
- Storing items in a gas cupboard can cause damage to the gas meter, pipes, or valves and result in the equipment not working the way it should. This can lead to leaks or other issues.

Gas safety at home

While we will work with you to ensure that your home is kept gas safe, it's important to know what the signs of a gas leak are, and what to do if there's an emergency.

- 1 Smell** – the first thing you'd notice in the event of a gas leak would be a foul smell in the air similar to rotten eggs. If you smell this in your home, you should call **0800 111 999** immediately for help and advice.
- 2 Hissing sound** – whistling or hissing sound at home or near your gas lines is another sign of a gas leak. The louder the noise, the more substantial the leak is, so it's very important to always call a professional as soon as possible.
- 3 White cloud near the gas line** – a white cloud or unusual-looking mist around your house could be another sign of a gas leak or damaged gas pipe. If you notice this, then call your gas company or emergency services straight away.
- 4 Bubbles in water** – if there is a gas leak, you will notice bubbles forming in wet areas around your home or in puddles outside.
- 5 Dead houseplants** – the presence of gas can result in your plants dying. If you have house plants and notice them wilting, then this could be a sign of a gas leak.

Six signs of carbon monoxide poisoning

Carbon monoxide is a gas which can make you seriously ill if you breathe it in. It's colourless and odourless meaning it's quite hard to tell if it's around you. The symptoms of carbon monoxide poisoning are:

- 1 Headaches**
- 2 Nausea**
- 3 Collapsing**
- 4 Dizziness**
- 5 Breathlessness**
- 6 Loss of consciousness**

If you start feeling unwell and believe you've been exposed to carbon monoxide, contact your GP immediately or go to hospital to be checked over.



How to contact us:



Visit our website forhousing.co.uk/cheshirewestandchester/how-to-contact-us, or scan the QR code below



0300 123 5522

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