

What you must do if you smell gas or fumes.

If you smell gas or fumes you must:

- TURN OFF the gas at the meter.
- OPEN all doors and windows.
- EXTINGUISH all naked flames.
- NOT USE electrical switches or appliances.
- CALL National Grid on the Gas Emergency Freephone Number 0800 111 999.

The dangers of carbon monoxide

Carbon monoxide is a dangerous gas which can cause serious illness or even kill. Carbon monoxide is difficult to detect as you can't see it, smell it or taste it. even low levels of this poisonous gas can cause brain damage or death.

What are the danger signs?

- Yellow or brown staining / soot deposits on or around appliances.
- Pilot lights that often blow out.
- Increased condensation inside windows.
- Yellow flame rather than blue.

Symptoms of carbon monoxide poisoning include:

Tiredness, headaches, stomach pains, chest pains, nausea, vomiting, erratic behaviour, drowsiness, breathlessness and giddiness.

If you or your family experience any of these symptoms and believe that carbon monoxide could be responsible, you should contact Transco Gas Emergency Services on **0800 111 999** and seek medical advice immediately.

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What you must never do.

- **Never** use a gas appliance if you think it is not working properly. 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 gas appliance and pilot lights which frequently blow out.
- **Never** cover an appliance or block the convection air vents.
- **Never** block or obstruct any fixed ventilation grilles or air bricks.
- **Never** block or cover outside flues.
- **Never** carry out D.I.Y. on gas appliances, it is illegal.

If in doubt call Calico out on freephone: 0800 169 24 07.



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Croft Street, Burnley, BB11 2ED

Phone: 0800 169 2407

Fax: 01282 427165

Website: www.calicohousing.co.uk

Email: gas@calicohousing.co.uk

Translations are available on request, please call the Freephone number above. This document is also available in braille, large print and on tape.

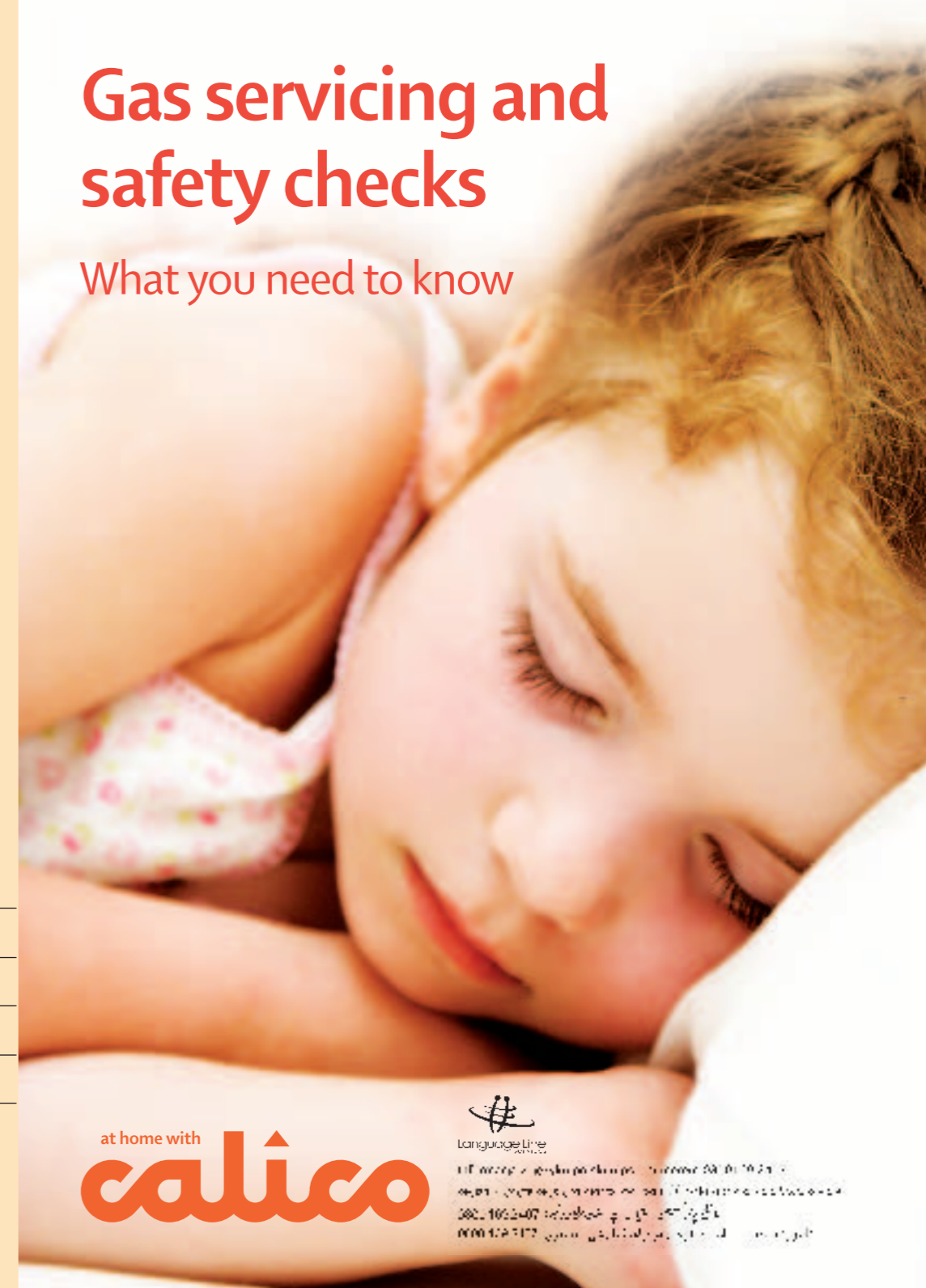
Gas servicing and safety checks

What you need to know



Language Line

0800 169 2407
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Why do we carry out gas safety inspections?

You can't see carbon monoxide, you can't smell it, you can't taste it and it's deadly. Carbon Monoxide can kill, without warning, in a matter of hours; you are most at risk when you are asleep. It kills 30 to 40 people in their homes each year. These deaths could be avoided if gas appliances were checked and serviced every twelve months.

You are most at risk of carbon monoxide poisoning if:

- Your gas appliance was poorly installed;
- Your gas appliance is not working correctly;
- Your appliance has not been checked for safety or maintained within the last twelve months;
- There is not enough fresh air in the room;
- Your chimney or flue gets blocked up;
- You allow unqualified people to install or maintain your gas appliances.

As a landlord Calico has a legal obligation to make sure that all our properties with gas supplies and gas appliances have a gas safety inspection carried out every

twelve months. This is very important as it will make sure that the gas appliances in your home are safe and working efficiently.

During the safety inspection we will service and repair all our gas appliances and point out any faults on your own appliances such as your gas cooker. This will help you to arrange any necessary repairs to your own appliances. Appliances that are serviced regularly are less likely to break down and will operate more efficiently, ultimately saving you money on your fuel bills.

We are still required by law to check your home every twelve months; even though the last service and safety check showed that there was no gas appliance or even a gas supply to your home.

Making appointments to carry out gas safety inspections.

We will send you an appointment letter **five to ten** working days before the actual appointment date. If the appointment is not suitable or you have specific needs please contact us before the proposed date and we will make a more convenient appointment.

We will also issue a text message the day before your appointment as a reminder.

Failure to respond or to allow Calico reasonable access to your home to complete the gas service and safety check is dangerous for you, your family and your neighbours. In addition it is a breach of the terms of your tenancy agreement and will result in legal action being taken to allow us access or end your tenancy. We hope such action will never be necessary, but will not hesitate to take action where the health and safety of our residents and their neighbours may be at risk.

All costs associated with the legal action could amount to in excess of £400 plus the Court fee of £150, the sum of which we will look to recover directly from you.

The annual gas service and safety check is totally free, saving you potential costs of over £500. We will not charge you anything if we are able to gain access and check the appliances.

The servicing and safety check.

We will need gas and electricity to carry out the service and safety check and clear access to the gas meter and all gas appliances. If you have pre-payment meters, please make sure there is credit available when we call. If we cannot complete the service and safety check because there is no gas or electricity you will have to make another appointment once you have both gas and electricity supplies restored, we will then complete the service and safety check.

Customer Care.

Calico gas engineers are highly skilled and Gas Safe registered and will carry out the work to a high standard. They will:

- Be polite and helpful at all times;
- Show you their Calico/Gas Safe identity card;
- Protect your home and belongings with dust sheets;
- Explain what work has been carried out and tell you about any further work that has been identified;
- Issue you a copy of the gas safety certificate when they have finished the job. This certificate is your guarantee that the work has been done to current gas safety regulations;

If you have any questions, please ask the engineer who will be happy to help.

Assuring You of Our Quality.

Calico employs independent inspectors to carry out random checks on the work that our gas engineers have completed. We might contact you so that one of these important inspections can be carried out.