

Our guide to LPG (bottled gas) safety in your home

What are gas safety checks?

Many of our properties have gas central heating, fires or water heaters. The law states that we **MUST** check every gas appliance that we have provided in our properties annually, to make sure they are working safely.

This means that if your property has a gas supply, even if you never use gas, we need to have access to your home every year.

Your safety and the safety of those living with you

It is essential that you allow us access to your home to carry out our annual gas safety check. If you are unable to make the appointment booked for you, please contact us to rearrange. Once the safety check is completed, the gas engineer will issue your home with an annual gas safety certificate called a CP12. Customers will be provided with a copy of the certificate within 28 days.

What if we cannot get access to your home?

Every year some people either miss appointments or refuse to let us into their home so that we can carry out the gas safety check. This is a breach of tenancy and puts those customers who do not allow us access, and their neighbours, at risk. Continual refusal to allow us access could result in your gas being capped or court action being started against you.

What is carbon monoxide?

Carbon monoxide is a gas produced when natural gas does not burn fully.

- You can't see it
- You can't smell it
- You can't taste it
- But it can kill you in 20 minutes

Every year 20 people are killed in the UK by carbon monoxide poisoning.

Please Do.....

- Allow access for our engineers to carry out our annual gas safety check
- Watch out for signs that an appliance is not working properly and contact us straight away
- Try to avoid damaging any gas appliance provided in your home

Please Don't.....

- Block the air vents of any gas appliance in your home
- Tamper with a gas appliance or attempt to repair it yourself
- Allow anybody to fit any gas appliances in your home other than a Gas Safe registered engineer

Your questions answered

I have missed my gas safety check appointment, what should I do?

Don't panic—you should contact us as soon as possible on 0113 2783335 to rearrange your appointment. We want to work with you to ensure your appliances are safe for you, your family and your neighbours.

Can I fit my own gas cooker?

It is unsafe for anybody other than a Gas Safe engineer to fit a gas cooker. Please check any engineer's Gas Safe number before any cooker is installed.

We check all our engineers Gas Safe registrations regularly.

What are the symptoms of Carbon Monoxide poisoning?

The symptoms are very similar to the flu: they include headache, nausea, dizziness and sleepiness. You might not realise what is happening until it is too late.

If you think you can smell gas, or have a Carbon Monoxide leak, please contact Calor immediately on their 24-hour customer emergency number—Tel: 03457 444 999.

What are the tell-tale signs that my gas appliance might be leaking carbon monoxide?

In the case of a carbon monoxide leak, yellow or orange flames may be visible—gas fires should produce a blue flame when the gas is burning fully.

A pilot light that goes out frequently and signs of soot or yellow/brown staining around a gas appliance can also be signs of a carbon monoxide leak.

If you think you can smell gas, or have a carbon monoxide leak, please contact your gas supplier, Calor, immediately on their 24-hour emergency number Tel: 03457 444 999

If you have any other concerns about gas safety in your home, please contact LYHA on: Tel: 0113 278 3335 or Email: info@lyha.co.uk



Leeds & Yorkshire
Housing Association