

Leaseholders or Shared Owners

If you are a Leaseholder or Shared Owner you are responsible for organising your own gas safety checks but it is still a legal requirement. For more information please refer to your Leaseholders' Handbook or contact the Leasehold Team on **0300 123 9966**.

Gas Safe Register

Since the 1st April 2009 all gas engineers must be on the new Gas Safe Register to lawfully carry out gas work. The Gas Safe Register has replaced CORGI gas registration. One Housing Group will only employ engineers that are on the Gas Safe Register.

All Gas Safe Registered engineers will have an ID card with their personal licence number and photograph. The card will also display their business registration number, company name, start and expiry date of the card, and a security hologram. The reverse of the card details what kind of gas work the engineer is able to do. If you are in any doubt about an engineer, you can ask to look at their licence number and telephone the Gas Safe Register on:

0800 408 5500 or look on their website
www.gassaferegister.co.uk

Further Information

For further information, please visit our website where you can view a copy of our Gas Safety & Servicing Policy:

www.onehousinggroup.co.uk

You can also contact our Customer Contact Centre on **0300 123 9966** with questions relating to the information within this leaflet or to request a copy of our policies and procedures.

If you have any suggestions or ideas on how this leaflet could be made more useful, please send an email to the Service Improvement & Policy Team's Solutionsbox:

solutionsbox@onehousinggroup.co.uk

or write to:

Solutionsbox
c/o Service Improvement Team
Freepost LON4191
London NW1 0YT

This document is also available in other languages, large print, Braille and audio format by calling 0300 123 9966.

এই তথ্য অন্যান্য ভাষায়, বড় অক্ষরে, ব্রেইলে (অক্ষলিপিতে) এবং ক্যাসেটে রেকর্ড করে পাওয়া যায়। এ ব্যাপারে দয়া করে **0300 123 9966** নাম্বারে ফোন করুন।

本文檔亦可提供其他語言、大字體、盲文及聲音格式的版本，請撥打**0300 123 9966**垂詢。

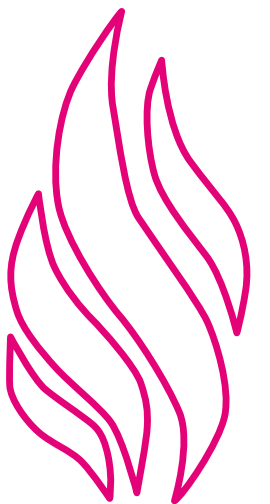
Wax kale oo la heli kara dhokumentigan oo ku qoran luqado kale, ama ku daabacan farta waawayn, farta loogu talagalay dadka aragga ka laxaadka la' ama iyadoo maqal ah iyadoo la soo wacayo 0300 123 9966.

Tài liệu này cũng có thể nhận được bằng các thứ tiếng khác, in khổ lớn, chữ Braille và dạng âm thanh bằng cách gọi số điện thoại 0300 123 9966.

Gas Safety & Servicing A Guide

This leaflet is designed to raise gas safety awareness and tells you about the importance of having your annual gas safety and servicing check.

This document is available in other languages, larger text, Braille and on audio cd or cassette on request.



Where does Carbon Monoxide come from?

20 million households in Great Britain use gas to heat their homes, cook their food and provide hot water.

Carbon Monoxide is a poisonous gas which can be omitted from faulty gas appliances including:

- cookers
- heaters
- boilers
- fires

You could also be affected if you share a wall or chimney with another property that has a Carbon Monoxide leak.

The following could indicate that you may be at risk:

- Your gas appliance is not working properly
- Your appliance is burning with a lazy yellow or orange flame instead of a crisp blue flame
- You can see soot or yellow/brown staining around or on gas appliances
- The pilot light keeps going out
- There is increased condensation inside windows

“Every year about 30 people die from carbon monoxide poisoning caused by gas appliances and flues which have not been properly installed or maintained. Many others suffer ill health. You can't see it, taste it or smell it, but carbon monoxide poisoning can kill without warning in a matter of hours.” (Health & Safety Executive)

The symptoms of Carbon Monoxide poisoning

Symptoms include:

- headaches
- dizziness
- tiredness
- nausea (feeling sick).

Some of these symptoms can be mistaken for common viruses or food poisoning. If you suffer from these symptoms while at home but feel fine outside of the home you may be suffering from Carbon Monoxide poisoning.

If you suspect you are suffering from Carbon Monoxide poisoning

Open the windows and then get out into the fresh air immediately, the symptoms should then be reduced. If the symptoms are serious, you should go straight to your doctor or to a casualty department.

If you suspect there is a gas leak you should immediately:

- shut off the gas supply at the meter control valve (if you know where it is)
- open all the doors and windows to allow air to circulate
- Call National Grid's Gas Emergency Freephone number: **0800 111 999**

Gas Safety & Servicing Checks

It is a legal requirement that all gas boilers within our properties are checked every 12 months and issued with a valid safety certificate. Failure to carry out these important checks could cause injury or even death so it is vital that we can gain access to your property when needed. Not granting us access could have serious implications and may result in the need to take legal action so please do all you can to assist us.

Requesting a Safety Check

If you are a Community, Island Homes, Toynbee London or City Style Living resident you can book a gas safety check by telephoning us on: **020 8821 5101** or **020 8821 5136**

If you are Toynbee Berkshire resident you can book a gas safety check by telephoning us on: **0800 587 9941**

Our Service Standards

- we will contact you at least two months in advance of the expiry of the gas safety certificate for your property to advise you of the date of your annual check
- we will issue you with a copy of the gas safety certificate for your property within 28 days of carrying out the safety check and service
- new residents will receive a copy of the gas safety certificate for their new property before moving in.