

## If you smell gas or fumes...

- Turn the gas off at the meter
- Open windows and doors
- Extinguish naked flames
- Don't use electrical switches

Call Transco on the Gas Emergency  
Freephone Number 0800 111 999

## More information

Further information is available from the Health and Safety Executive (HSE) Gas Safety Advice Line (freephone) 0800 300 363, or from their website [www.hse.gov.uk/gas.index.htm](http://www.hse.gov.uk/gas.index.htm).

**Genesis**  
Housing Group

Paddington Churches  
Housing Association Ltd  
Registered office: Capital House,  
25 Chapel Street, London NW1 5DT  
Housing Corporation No. LH0030  
Industrial & Provident Societies No. 17210R  
Consumer Credit Licence No. 249063

## Contact details

PCHA

192 – 196 High Road, Willesden, London NW10 2PB

Gas heating and hot water repairs and servicing –  
contact the gas contractor for your area:

Sheltered housing	020 8367 4401 ☎
Brent and Harrow	0800 980 4796 ☎
Brunswick Park and Stepney Green	020 8367 4401 ☎
Westminster, Hammersmith & Fulham, Kensington & Chelsea	0800 328 7304 ☎
All other areas	0800 542 1275 ☎

If you are not satisfied with the service received from your gas contractor, please contact PCHA' Gas, Mechanical & Electrical Services department on 020 8758 8380, or email [m&edept@ghg.org.uk](mailto:m&edept@ghg.org.uk)

### English

This leaflet gives you information about gas safety. If you need any part of this information in Braille, on audio tape or explained in your own language, please contact us on the number below

### Somali

Dokumentigan wuxuu ku saabsan yahay badbaadada gaska. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

### Gujarati

આ દસ્તાવેજે ગેસ સુરક્ષા વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સીડી ટેપર, ઓડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

### Portuguese

Este documento proporciona-lhe informações sobre segurança relativa a gás. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassette áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

### Arabic

تمنك هذه الوثيقة بالمعلومات اللازمة عن الاستعمال الآمن للغاز. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على أسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

### Spanish

Este documento proporciona información sobre seguridad relacionada con el gas. Si necesita esta información en fuentes grandes, Braille, en CD, cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

### Bengali

এই দস্তাবেজটি গ্যাস নিরাপত্তা সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেইল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

### French

Ce document contient des informations sur les dangers liés au gaz. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

We can provide copies of this document in Braille,  
large print or on CD or audio tape.

**PCHA**  
Part of the Genesis Housing Group

INFORMATION  
FOR TENANTS

## About your gas safety inspection



SEPTEMBER 2007

## Did you know...?

Every year about 30 people die from carbon monoxide poisoning caused by gas appliances and flues which have not been properly installed or maintained. When gas does not burn properly, excess carbon monoxide is produced, which is poisonous. Symptoms of carbon monoxide poisoning are similar to those of viral infections like the flu and include drowsiness, weakness, headaches, nausea and pains in the chest.

**You can't see it. You can't taste it. You can't even smell it. But carbon monoxide can kill without warning in just a matter of hours.**

## The law

The Gas Safety (Installation and Use) Regulations 1998 require that we must carry out a gas safety inspection, making sure that gas fittings and flues are checked for safety, once every 12 months. All Registered Social Landlords must comply and it is a criminal offence if we do not.

This leaflet explains what is covered at the inspections and how they will be carried out.

## The annual gas safety inspection

We will arrange for an annual gas inspection, free of charge. We will contact you in advance of our inspection to make a convenient appointment to visit you at home.

**Please do not ignore a request for access – the gas safety inspection is for your benefit.**

## What does it cover?

The inspection covers any flues, pipe-work and appliances that we own. Our contractors are CORGI registered and are fully qualified to carry out these inspections. The annual gas safety inspection does not apply to any gas appliance that you own; you are responsible for ensuring the safety of your own gas appliances, such as cookers, and we do advise that you arrange for this to be done.

## What do I need to do?

Most importantly, you need to let our contractors in so that they can carry out the inspection, and ask to see their identification badge to confirm who they are. It would help them if your appliances are easy to get to and free from any obstruction.

## What you can expect from our contractors

- To keep to the appointment
- To show you their identification card
- To be polite
- To tidy up any mess afterwards
- They will ask you to sign a job sheet once they've finished
- They will leave you with a copy of the safety certificate

**If you have any queries, you can contact PCHA's Gas, Mechanical & Electrical Services Department on 020 8758 8380, or email [m&eddept@ghg.org.uk](mailto:m&eddept@ghg.org.uk).**

## What if I am out when they call?

Our contractors will leave a calling card, and will write to you with another appointment. If this is not convenient, please ring them and arrange another time.

## And if I don't respond?

We hope that court action will never be necessary. Our solicitors will write to you giving you one more chance to let our contractors in to carry out the inspection. But if there is still no response we will:

- Serve a notice because you have breached the terms of your tenancy agreement with us, and we may seek possession of your home through the court;
- Apply for an injunction, which is legal action to gain access to your home;
- In an emergency, force entry to your home;
- Ask the court to order you to pay our legal costs if court proceedings are necessary, which could be up to £700.

We will do this because the health and safety of our residents or their neighbours may be at risk.

## Ensuring that your home stays safe

**Your safety is our main priority, so please help us by:**

- Responding promptly when you receive a letter or calling card from our contractors;
- Contacting us immediately to arrange an appointment if you receive a letter from us or from our solicitors.

**You must never:**

- Use a gas appliance if you think it is not working properly (some signs to look out for are yellow or orange flames, soot or stains around the appliance and pilot lights which frequently blow out);
- Cover the appliance or block sources of ventilation, such as air-bricks, grilles, or obstruct flues;
- Try a do-it-yourself repair or installation on any gas installation or fitting – this could be dangerous and is likely to be breaking the law.