



Gas Safety and Servicing



Our guide on what gas safety means and what it covers

Sandbourne Housing Association
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Introduction

We have produced this leaflet to help you understand the importance we place on gas safety in your home.

We aim to provide our tenants with homes that are safe, comfortable and well maintained.

The Gas Safety (Installation and Use) Regulations 1998 require housing associations to undertake a gas safety check of all its domestic gas appliances in all its rented homes on a minimum annual basis.

In addition, we will carry out a gas appliances service in conjunction with the gas safety check and complete any necessary repairs and replacements to appliances that are owned by us promptly.

In this leaflet, the use of 'you' applies to all of our tenant occupiers.

The use of 'us' or 'we' refers to Sandbourne Housing Association.

Annual gas safety check

Under Gas Safety Regulations all appliances, including your own appliances, must be checked at least annually in relation to gas soundness, ventilation and flue provisions.

Definitions

Gas appliances include: gas boilers, gas fires, gas cookers and hobs.

Gas fittings include: gas pipework, valves, regulators and meters, fittings apparatus and appliances designed for heating, lighting, cooking or other purposes.

Possible warning signs of unsafe gas appliances?

The 'Gas Safe Register' has provided the following warning/tell-tell signs for when there might be a gas problem or unsafe gas appliances:

- Floppy yellow or orange flames on gas appliances, such as cookers, instead of a bright blue one
- Increased condensation inside windows
- The pilot light repeatedly going out or the boiler fails to light
- Black or sooty marks on or around your gas appliances
- Feeling unwell – the main symptoms of carbon monoxide poisoning are: headaches, dizziness, nausea, breathlessness, collapse and loss of consciousness.

If you are one of our tenants, you should advise us of any issues so that we can get our contractors to check your home. However, if there is a problem and it is yours and not an appliance that we own, you will be liable for its repair/replacement.

If you are a leaseholder or shared owner, then you should contact your own gas contractor to get your home checked.

What are we required to do?

All appliances that we own will be maintained to a safe standard by the contractors that we employ through the use of 'Gas Safe Register' gas installers along with a safety check. This must by law be at a maximum of 12 months since the last check and servicing.

We will, where reasonable, take into account our tenants' needs when scheduling gas safety checks, services and repairs. These will normally be undertaken during our

normal working hours/days. Appointments can also be made with our contractors on Saturday mornings, if required.

Unless it is an emergency, eg suspected gas leak, we, our contractor, or the emergency services, will only enter your home if there is a responsible adult present.

What will we do?

We will take all reasonable steps to achieve access and complete a gas safety check. However, in incidents where access to the property cannot reasonably be obtained or is refused by the occupier, we will urgently pursue legal action, as necessary, in order to fulfil our legal obligations as a landlord.

Failure to allow access to undertake this work is a very serious breach of your tenancy and could result in you being subject to an injunction requiring you to allow access and/or you losing your home.

Where an appliance is found to be unsafe as a result of wilful neglect or damage, the tenant will be responsible for repair or replacement of the item damaged.

When the appliance is owned by us, we reserve the right to carry out the necessary work and recharge the costs to the tenant, in line with the Rechargeable Repairs Policy and procedures.

If you refuse to give us reasonable access to undertake the gas safety check and servicing to your home, and that exceeds 12 months since it last occurred, we will take urgent legal action against you with the aim to ensure the safety check is completed as a matter of urgency. This is to ensure your safety, that of your home, your neighbours and their homes.

What won't we do

We are not responsible for paying your own individual gas bills.

We will not pay for or take any responsibility for any repairs to, or replacement of, any appliance that you have installed yourself, eg a gas cooker or fire, even if we find it to be unsafe and have by law to disconnect it.

If you refuse to let us disconnect any unsafe appliance you are breaking the law and we will be obliged to report this to TRANSCO (or the equivalent organisation) who have a right to enter your home, without your consent, to make the gas supply and appliance safe. This is also a very serious breach of your tenancy and could result in you being subject to an injunction and losing your home.

What do we expect from you?

We greatly appreciate your co-operation in allowing us prompt access to your home to undertake the gas safety check and any servicing or repairs that may be required. This is to ensure your safety, that of your home, your neighbours and their homes.

Need more information?

For further information:

You can write to us at our registered office:

Beech House, 28-30 Wimborne Road, Poole, BH15 2BU

Email us on: info@sandbourne.org.uk

Use our website: www.sandbournehousingassociation.org.uk

Telephone us on: 01202 671222

Please note that telephone calls to the registered office number above may be recorded for information and training purposes.

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