



Fact Sheet

Gas maintenance and servicing

This leaflet sets out what responsibilities are involved in servicing your gas and explains how to avoid putting yourself at risk from faulty gas appliances. It also highlights what you should expect from your annual gas service.

The facts

- Gas servicing is free for tenants with appliances that are installed by St. Leger Homes.
- Servicing your gas will take around 40 minutes per appliance.
- We are bound by law to carry out an annual gas safety check on your appliances.
- Your appointment will be sent to you through the post but if it's not convenient then please contact St. Leger Homes to rearrange.
- It is important for safety reasons that the gas appliances are checked and serviced by St. Leger Homes every 12 months.

Our duty

- St. Leger Homes will ensure all your appliances are maintained in a safe condition and given a safety check every 12 months.
- We will give you a copy of the record of the safety check within 28 days of completion.

Your duty

- You must let us in to your home to carry out gas safety checks. This is your duty as part of the tenancy agreement.
- If you do not let us in when requested to do so this will lead to us taking action through the courts to gain access to your home for the gas safety checks. This will normally result in costs of over £250 to be paid by you.
- Always keep appointments for our inspection.
- If you think your gas has not been serviced a year after installation then contact us immediately on 0808 126 3123.
- If you have any doubts about your gas safety, turn off your gas and contact St. Leger Homes immediately.

Gas leak

If you suspect you have a gas leak in your home, you should immediately:

- Turn off the meter at the control valve.
- Open any doors and windows.
- Put out naked flames.

- Keep people away from the area.
- Contact TRANSCO emergency freephone number on 0800 111 999.

Note: - the following may cause a spark that could ignite gas, so:

- Do not smoke or strike any matches.
- Do not turn electrical switches on or off as they cause sparks.
- Do not use any phone at your home to report the gas leak.
- Do not use your emergency cord if you have one fitted.

Top gas tips

- Never use a gas appliance that you suspect may not be working properly.
- Do not try to alter or repair a gas appliance yourself, contact St. Leger Homes' Repairs Contact Centre on freephone 0808 126 3123.
- Never block any vents as this will shut out the fresh air that your appliance needs to burn safely.
- Check that nothing is blocking outside grills, flues or airbricks.
- Only use gas appliances for what they were designed. For example, do not use a cooker to heat a room.
- Take care when buying second-hand appliances, make sure the dealer gives you a written guarantee and always ask for a copy of the user manual.
- Make sure you use a Gas Safe Registered installer to carry out the work. We will visit you after the work is done to make sure that it has been carried out safely.
- If you are fitting a gas appliance then you should ask St. Leger Homes for permission first.
- Under no circumstances should you use your living room where you have a gas fire or a gas fire and back boiler as your sleeping area.
- If you have a ceiling fan fitted in a room with an open flue appliance it can affect the flue performance.

Servicing a gas appliance includes:

- Isolating the gas, electric and water supplies if necessary.
- Ensuring specific manufacturer's service and maintenance instructions are fully complied with.
- Removing any dust or deposits from within the appliance casing as necessary.
- Checking the condition of any electrical connections, cleaning as necessary.
- Checking the case, sight glass and any other seal and replacing if necessary.
- Checking the flue for any obstructions and ventilation.
- Reconnecting the appliance to the gas and electrical supplies, testing for soundness using leak detection fluid.
- Checking the correct working pressure.
- Checking the operation of any safety controls including thermostats.
- Setting the appliance to burn properly.
- Completing all documentation and advising you of any further work required.

Helpful information on Carbon Monoxide (CO)

Carbon monoxide (CO) is a colourless, odourless, tasteless, poisonous gas produced by incomplete burning of carbon-based fuels, this includes gas, oil, wood and coal. It is only when the fuel does not burn properly that excess carbon monoxide is produced which is poisonous.

There are measures you can take against carbon monoxide exposure:

- Ensure St. Leger Homes services your new gas boiler annually.
- Make sure there is enough fresh air in the room containing your gas appliances.
- If you are planning to fit a gas appliance you must contact St. Leger Homes first.
- If you still have solid fuel then make sure St. Leger Homes services the appliance annually.

There are some signs you can look out for to know if you are at risk from carbon monoxide:

- If you have yellow or orange rather than blue flames this is also the case in solid fuel appliances.
- Soot or yellow/brown staining around the appliance.
- Pilot light frequently blows out.
- Increased condensation inside windows.

If you have any concerns then please contact St. Leger Homes on 01709 858659, or you can call our Repairs Contact Centre.

Don't waste your gas

Here are some tips on how to be more efficient when using your gas:

- Run your heating for just one hour less everyday.
- Shut out the night and keep in the heat, but make sure you don't drape your curtains over radiators as this sends heat straight out of your windows.
- When cooking make sure you use the correct sized pan for the food and the hob.
- Keep saucepan lids on to keep in the heat.
- Make toast in the toaster not under the grill.

We are looking into alternative heating systems as not all homes and streets have a gas supply.

If you want any more information about gas servicing or gas maintenance contact St. Leger Homes on 01709 858659 or email gas.servicing@stlegerhomes.co.uk.



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