

Our gas testing programme: keeping you safe



Gas services are a legal requirement, and if you're a tenant, we service the gas appliances in your home every year. These checks help reduce your risk of gas leaks, fires, explosions, and carbon monoxide poisoning.

They also:

- ▶ Keep appliances working efficiently
- ▶ Identify issues early
- ▶ Make it less likely your boiler will break down in the middle of winter
- ▶ Could save money on fuel bills.

Even if you don't use gas, we still need to carry out this check on your appliances.

We want to carry out your free gas safety check at a time that works for you.



Here's how our process works:

- ▶ Smith & Byford, who carry out gas checks on our behalf, will write to you when your gas check is due. You must let them into your home to carry out your gas safety check: but we want to do it at a time that works for you. If the appointment date or time doesn't suit you, you'll need to rearrange it by getting in touch with Smith & Byford.
- ▶ If you're not at home for your appointment, we'll leave a card and Smith & Byford will offer you another appointment. If this isn't convenient, please get in touch with Smith & Byford and rearrange.
- ▶ If you're not at home for your second appointment, we'll leave you a card. At this stage, failure to let us into your home or rebook your appointment may result in legal action, which could cost you up to £1,000. You'll need to get in touch with Smith & Byford or RHP as soon as possible to discuss your circumstances.

During your gas safety check

A certified engineer will:

- ▶ Visually examine all gas appliances, and the heating system (radiators, hot water cylinders), and boiler flue system.
- ▶ Check and record the burner pressure and gas rate.
- ▶ Test the gas meter for leaks.
- ▶ Test appliances for gases.
- ▶ Check the condensate trap (and clean it if required).
- ▶ Check the air supply and ventilation.
- ▶ Check the pressure vessel inside the boiler.
- ▶ Make sure safety devices are working properly.

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Preparing for a gas safety check

- ▶ The engineer will need access to the boiler (usually in the kitchen) and gas meter (sometimes this is outside).
- ▶ Please keep these appliances clear, so the engineer can carry out their checks.

On the day

- ▶ Please make sure you're at home, so you can let the engineer in. If you can't be at home, you can arrange for someone else to let them in. This could be a family member or friend.
- ▶ Make sure you have credit on your meter.
- ▶ Even if you don't have credit on the meter we still need to visit.
- ▶ An adult over the age of 18 years needs to be present (The engineer cannot enter the property if there is no adult present)
- ▶ Ask the engineer to show you their ID.

Your tenancy agreement states that you must let us into your home to carry out safety checks. If we're unable to access your home, we may need to follow our No Access Procedure, which could mean your gas supply is shut off, or that we need to take legal action.

If you smell gas

Call National Grid's Gas Emergency Line on **0800 111 999** from a landline at a different property or using a mobile phone, away from the leak.

You should also:

- ▶ Open all doors and windows.
- ▶ Not smoke, or light a match or any other naked flame.
- ▶ Not turn lights on or off, and avoid using other electrical switches and appliances as this could trigger an explosion.

If your carbon monoxide alarm is beeping

Call National Grid's Gas Emergency Line on **0800 111 999**. You may just need to replace the battery, but it's important to rule out any potential gas leaks first.

Contact us

If you have any questions, or if you need help for your gas safety check to go ahead, contact our Compliance Advisors on **0800 032 2433** or message us at www.rhp.org.uk/contact-us.

