

Gas checks save lives



Catalyst
Housing

Your guide to gas safety

Gas can kill

Lots of homes rely on gas for heating, hot water and cooking. But faulty gas fires, boilers and cookers can be deadly. Faulty or poorly serviced gas appliances can cause gas leaks, fires, explosions and carbon monoxide poisoning.

Safety checks

By law, we have to check all our gas appliances in our rented homes every year, to make sure that they are safe. An engineer needs to visit your home to carry out this free check.

How long does the check take?

The check takes about 40 minutes. Afterwards, you will get a record to show that your gas appliances are safe to use. Please keep the record in a safe place.

Who does the check?

A qualified Gas Safe Registered engineer will do the check. Please ask to see their identity card before you let them in.

What is the Gas Safe Register?

It is the list of engineers who are assessed and qualified to work safely and legally on gas appliances. We only use engineers on this Register.

Call **0800 408 5500** or visit www.gassaferegister.co.uk for more information.



Our responsibility:

check gas appliances to make sure they are safe

Your responsibility:

let the engineer in so they can do this check

Do I have to let the engineer in?

Yes. Your tenancy agreement says that you **must** let the engineer in. Gas checks save lives. By law, we have to do them. If you repeatedly refuse to let us in, we will have to take you to court.

What if I am out when the engineer visits?

The engineer will write to let you know when they plan to visit. Please be at home if you can. If the time or date is not convenient, please contact them to arrange another time.



What will the engineer check?

The engineer will check and service all the gas appliances that Catalyst owns, such as gas fires and boilers. They will also check the gas supply pipes. They will not check and service the appliances that you own, such as gas cookers. This is your responsibility.

The engineer will also be able to answer any gas questions that you have. They can show you how to use the heating and hot water system, and can also give advice about saving energy.

What if an appliance is faulty?

The engineer will fix the problem straight away if they can. If they can't, they will disconnect the gas supply to that appliance. We will fix the problem as soon as possible, for free.

Never reconnect an appliance that has been disconnected for safety reasons. This is dangerous and illegal.



In an emergency...

If you smell gas, or think that there may be a gas leak:

- call the National Gas Emergency Service immediately on **0800 111 999**
- don't use electrical switches
- shut off the gas supply at the meter
- put out all naked flames
- open doors and windows
- leave the house

Gas safety: top tips

- Always follow the appliance manufacturer's operating instructions for your gas appliances
- Make sure you know where and how to turn off your gas supply
- **Never** install a gas appliance yourself. Get a Gas Safe Registered engineer to do it
- Get your appliances regularly checked by a Gas Safe Registered engineer
- If you think an appliance might be faulty, turn it off and call us to report it

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

Arabic

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

Hindi

यह दस्तावेज़ बचाव और सुरक्षा के बारे में जानकारी देता है। अगर आप इस जानकारी के किसी भी हिस्से को ब्रेल, सीडी, ऑडियो टेप में चाहते हैं या अपनी भाषा में समझना चाहते हैं, तो कृपया नीचे दिए गए नम्बर पर हमसे सम्पर्क करें।

Portuguese

Este documento proporciona-lhe informações sobre higiene e segurança. 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.

Somali

Dokumentigan wuxuu ku saabsan yahay badbaadada iyo ilaaliska. 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 દસ્તાવેજ સુરક્ષા અને સલામતી વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Polish

Niniejszy dokument zawiera informacje o środkach i gwarancjach bezpieczeństwa. Jeżeli potrzebujesz aby całość lub część tego tekstu były przedstawione większą czcionką, w języku Braille'a, na nośniku CD, na kasecie audio lub zostały przetłumaczone na Twój język ojczysty, prosimy o kontakt pod podanym niżej numerem.

Punjabi

ਇਹ ਦਸਤਾਵੇਜ਼ ਬਚਾਅ ਅਤੇ ਸੁਰੱਖਿਆ ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿੰਦਾ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦੇ ਕਿਸੇ ਹਿੱਸੇ ਨੂੰ ਬ੍ਰੇਲ, ਸੀਡੀ, ਆਡੀਓ ਟੇਪ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਮਝਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

Urdu

یہ دستاویز تحفظ اور بچاؤ کے بارے میں معلومات فراہم کرتا ہے۔ ان معلومات کے کسی حصہ کی اگر آپ کو بریل، سی ڈی، آڈیو ٹیپ یا اپنی زبان میں وضاحت کی ضرورت ہو تو، براہ کرم ہم سے نیچے دیے گئے نمبر پر رابطہ کریں۔

0300 456 2099

**Better Homes.
Better Service.
Better Future.**

Catalyst is one of the leading housing associations in London and the South East. We aim to be a catalyst for change and improvement wherever we work.

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Housing**

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