

We offer a wide range of leaflets which set out our policies, procedures and good practice. These are available on request.

Whitefriars is proud to be part of



### Whitefriars Housing Offices

9 Little Park St  
City Centre  
Coventry

☎ 024  
7676 7111

29-31 Riley Square  
Bell Green  
Coventry

☎ 024  
7670 8400

192 Torrington  
Avenue  
Coventry

☎ 024  
7649 6700

St James Lane  
Willenhall  
Coventry

☎ 024  
7651 6700

### Need help in your own language?

Arabic

يا به زبان خودتار به کمک نيت داريد؟ "هل تحتاج إلى مساعدة بلغتك؟"

French

.. Vous avez besoin d'aide  
dans votre propre langue ..

Kurdish

اینی زبان میں مدد کی ضرورت ہے۔ نا بنوسب نه بارهتر نه زمانه حوب هده.

☎ 024 7676 7000

Farsi

Polish

Wymagają Państwo  
pomocy w swoim języku?

Urdu

### Do you want this leaflet in a different format?

If you need this leaflet in audio, braille or large print format contact

☎ 024 7676 7000

**Repairs Line (24hrs) 0300 7906 555**



[www.whitefriarshousing.co.uk](http://www.whitefriarshousing.co.uk)  
[www.wmhousing.co.uk](http://www.wmhousing.co.uk)

# Gas Safety

Sécurité du gaz  
سلامه گاز

استداده امن از گاز

بئوهیووی کار

Bezpieczeństwo Gazowe

گیس تحفظ



"creating places where people are proud to live and work"

# Gas appliances

## It's the law

As a landlord, we have a legal duty to carry out a yearly safety check of the gas appliances in our properties, such as gas fires, water heaters and boilers.

The safety check and service help to make sure the appliances are completely safe and working properly, which can help keep down your gas bills.

It is important that you allow us access to your home to carry out the work. If you do not let us in, you will break the terms of your tenancy agreement, and will also put you and your family at risk. Fumes from unsafe gas appliances **can kill** without warning in just a few hours. You cannot smell these fumes.

If you do not allow us access, we will have to take legal action against you - and you will be responsible for all court costs.

## How long does it take?

The safety check and service will take a maximum of 2 hours. Most take less than 1 hour.

## What does the yearly visit cover?

We will service, repair and ensure the safety of any boiler, fire and appliances we own.

We will check the safety of the whole gas system (gas pipes, controls and appliances) in your

home, including appliances that you own. If we find an appliance that you own is unsafe, we must by law cut off the gas supply to that appliance and make the system safe. You will be responsible for repairing or replacing any appliances you own.

## Safety points – please note

1. We only use Gas Safe Register contractors and fitters, so **always** ask to see their Gas Safe Register identity card.
2. **Never** try a do-it-yourself repair on any gas pipe or appliance – you could be breaking the law, and putting yourself and others at risk.
3. **Never** block sources of ventilation, such as air bricks, or obstruct flues.
4. Always follow the instruction manual for any gas appliance.



## Gas leaks

### If you smell gas:

1. Put out cigarettes.
2. **Never** use a match or naked flame to find the leak.
3. **Never** use electrical switches.
4. Check to see if a gas tap has been left on or a pilot light has blown out.
5. If you still think there is a leak, turn off the gas at the meter, open doors and windows and immediately phone the **National Gas Emergency Service free on 0800 111 999**.