

# Gas Safety



Our safety check on  
your gas appliances

# Gas Safety

About 20 people die every year in the United Kingdom from carbon monoxide poisoning caused by gas appliances and flues that have not been properly installed or looked after.

## Keeping you safe

We must check, at least every year, all gas appliances that we are responsible for, such as central-heating boilers and gas heaters.

If we are prevented from doing a gas safety check, we will take legal action to make sure we meet our responsibilities and make sure you are safe.



## Gas safety checks

### Our commitment to you

We will do the following.

- We will use **Gas Safe**-registered engineers who will show you identification when they visit you.
- We will do a gas safety check on all gas appliances we own in your property at least once a year.
- We will make sure we offer you a convenient appointment (early or late appointments are available in the morning and afternoon). Saturday appointments are also available.
- If you miss two appointments, we will send you a final letter. This is for you to allow our engineer into your home to carry out a gas safety check. If you still do not let the engineer into your home, we will take legal action by getting a court injunction. This is a court order forcing you to let our gas engineer into your home. We make these gas safety checks to protect you, your family and neighbours from the possible dangers of a gas explosion or carbon-monoxide poisoning.

## What happens at a gas safety check?

A **Gas Safe**-registered gas engineer will:

- protect the area around the appliance they are working on, such as by using a dust sheet;
- test any pipes for leaks;
- check and repair all gas appliances we own (for example, boilers and gas fires);
- check the flue the appliance is connected to;
- check ventilation is fitted and that it is not blocked;
- put all the appliances back together and make sure everything is working; and
- send you a copy of the gas safety record (form CP12) within 28 days of our check.

We will monitor the service after the check, and we may ask you to tell us how you feel about our service.

**Our gas safety check and service should take less than an hour, although this will depend on the gas appliances in your home.**

## Your responsibilities

You must do the following:

- You should let our gas engineers into your home to do gas safety checks on any appliance or flue that we have provided. This is for your own safety. If you do not co-operate, we will take legal action.
- If you are worried about the safety of gas equipment, you should turn it off until a **Gas Safe**-registered gas engineer has checked it.

## How you can help us

Gas heaters and boilers need a balanced flue or proper ventilation so that poisonous fumes can be removed.

We will service the gas installations we own each year, but you can help by keeping ventilation clear.

You should be very careful with gas water heaters in the bathroom, and make sure the flue is clear and the room is well ventilated.

**You must never try to repair a gas fault yourself.**



## Emergencies and gas safety

If you smell gas in your home, you should do the following:

- **Immediately turn the gas off at the meter.**
  - You should not turn electrical switches on or off, as they could cause an explosion if there is a gas leak.
  - You should not use your phone as it could cause a spark – go outside to make a call.
  - You should not smoke or use a naked flame.
  - Open all doors and windows.
  - Check if you have any gas appliance on or if the pilot light has gone out.
  - Go outside and call the National Grid 24-hour helpline on **0800 111 999**. You should also make sure someone is available when the gas engineer comes so they can let them into your home. They will contact us if repairing the leak is our responsibility.
- During office hours contact your Housing Centre.
  - Outside normal working hours, for example after 5 pm, at weekends and during public holidays, contact EastendHomes on **0800 367 1637**.



Gas Emergency?

National Grid  
24-hour helpline

**0800 111 999**

## Repairs

We will do the following.

- If there is no heating or hot water during the period 15 September to 31 May, we will respond within one hour and do the repair within 24 hours.
- If you are elderly or at risk, we will respond within these times whatever the time of year.
- If you are not elderly or at risk and lose all heating or hot water between 1 June and 14 September, we will respond within five days and do repairs within seven days.
- We will give you portable electric heaters if we cannot do any repairs.

**Your health could be at risk if we cannot get in to check your gas appliances.**

If you need more information, help or advice on gas-safety checks, please call our engineers on **020 8880 7835**.

Outside normal working hours, for example after 5 pm, at weekends and during public holidays, contact EastendHomes on **0800 367 1637**.



Gas Emergency?

National Grid  
24-hour helpline

**0800 111 999**

## How to contact us

### EastendHomes Head Office

Tayside House, 31 Pepper Street,  
London E14 9RP

E-mail: [enquiries@eastendhomes.net](mailto:enquiries@eastendhomes.net)

Phone: 020 7517 4700

Fax: 020 7515 0218

### Mile End Housing Centre

38 Wager Street, London E3 4JE

E-mail: [mileend@eastendhomes.net](mailto:mileend@eastendhomes.net)

Phone: 020 8880 7055

Fax: 020 8880 7810

### Holland Housing Centre

35 Commercial Street, London E1 6BD

E-mail: [holland@eastendhomes.net](mailto:holland@eastendhomes.net)

Phone: 020 7456 6700

Fax: 020 7456 6737

**You can send us a text message to 07961 941584**

## Leaflets

### We produce leaflets on the following topics

- Repairs
- Rent
- Service charges
- Antisocial behaviour
- Customer care
- Estate services
- Resident involvement
- Lettings

## Other languages and formats that this leaflet is available in

If you ask, we can provide copies of this document in a range of languages and formats, including:

- in languages such as Bengali and Somali
- in Braille
- in large print
- on audio tape



To ask for a different format, please contact your local housing centre.