



Moving into your new home

When you sign your tenancy agreement and collect your keys we will help you find out who your gas supplier is and how to contact them.

Next, you will need to:

- Take a meter reading
- Ask the supplier to turn on the gas
- Call Your Response on **0345 345 0272** and let us know that you are a new tenant and would like the gas supply tested

If you want to change the meter you need to contact the supplier direct. If you want advice on switching energy suppliers, you can discuss your options with Citrus Energy (a not-for-profit company) on Freephone **0800 221 8089**.

Annual gas safety checks

Your safety is our main concern. Around 30 people die each year from carbon monoxide poisoning, usually caused by gas appliances and flues that have not been properly installed or maintained. As your landlord we must **by law** make sure there is an annual service and safety check carried out on all the gas-fired appliances we own, such as gas fires, boilers, warm-air units and water heaters. A Service Engineer will contact you direct with an appointment. You can change this to another date or time if it's not convenient. You must allow us access to your home to do these safety checks. If you do not allow us access, it is a breach of your tenancy and you could lose your home. **This is for your safety.**

Gas fires

You need our permission to install a gas fire. It must be done by a Gas Safe registered engineer and you will need to send us a copy of the safety certificate issued once it has been fitted.

Gas cookers

You don't need our permission to fit a gas cooker, but you should get a Gas Safe registered engineer to carry out the work.

Safety precautions:

- Never use a gas appliance if you think it isn't working properly
- Never cover an appliance or block the convection air vents
- Never block or cover outside flues
- Never sleep in the same room as a gas fire

Carbon monoxide alarms are a useful precaution - if you decide to buy a one, make sure it meets current safety standards (BS 7860 or BS EN 50291) and carries the kite mark.

YOUR GUIDE TO GAS SAFETY

If you smell gas TAKE IMMEDIATE ACTION:

- Put out all naked flames and cigarettes
- Do not switch on any appliances, lights, door bells or mobile phones
- Open all doors and windows and keep them open until the leak is stopped
- Check to see if your gas tap, fire or cooker has been turned on accidentally
- Check to see if any pilot lights have gone out; this is usually your boiler or cooker (if it is gas)
- Turn off the gas supply - in most homes or properties the gas lever is next to the gas meter
- Leave the property if the escape continues and calmly tell your neighbours about the problem.

Phone **NATIONAL GRID** to report the leak on **0800 111 999** - but make sure you leave the area before using your mobile phone.