

## Energy Saving Advice.....

- Time your heating to go off 30 minutes before you leave the house, and come on again 30 minutes before you are due to return
- If your heating system has a room thermostat turn it down by one degree - the savings will be significant and you are unlikely to notice the difference
- If you have radiators, make sure that they are not blocked by furniture or curtains. Any obstruction will stop air flowing freely and so reduce the radiators overall efficiency
- Close your curtains at dusk to reduce the amount of heat escaping through your windows
- Boil a kettle with only as much water as you need

## Suspected Gas Leak?.....

If you smell gas, think you have a gas leak or are worried that fumes containing carbon monoxide are escaping from a gas appliance please call National Grid Immediately on

**0800 111 999**

## How To Contact Us.....

### BY PHONE:

Breakdown Repairs 0121 569 6000  
Servicing Appointments 0121 569 6077  
Out of hours  
Emergencies Only - 0800 844 112  
*Out of hours service is available from 5.30pm to 8.00am*

### BY MAIL:

Sandwell Homes Limited  
Gas Services  
Roway Lane  
Oldbury  
B69 3ES

### EMAIL:

gas\_enquiries@sandwellhomes.org.uk

TEXT: 07971 854373



If you would like a copy of this document translated, or require a copy in Braille, Large Print or Audio Tape, please contact 0121-569 6030.

### Arabic

إذا كنت تود الحصول على نسخة مترجمة من هذا المستند، أو كنت بحاجة لنسخة مطبوعة بطريقة برايل للمكفوفين أو بطباعة مكبرة أو على شريط تسجيل صوتي، يرجى الاتصال برقم 0121-569 6030

### Bengali

আপনি যদি এই নথিটির অনূবাদ পেতে চান অথবা ব্রেইল-এ, বড় অক্ষরের ছাপায় অথবা অডিও টেপ-এ এটি চান, তাহলে অনুগ্রহ করে 0121-569 6030 নম্বরে যোগাযোগ করুন

### Kurdish Kumanji

Eger hûn dixwazin kopiyeke vê dokument bê wergerandin yan jî dixwazin kopiyeke bi Tîpên Koran (Braille), bi Tîpên Mezin yan jî wekî Axaftina Qeydkirî bidest bixin, ji kerema xwe têkildar bin bi hejmara telefonê 0121-569 6030.

### Kurdish Sorani

"ئەگەر تۆ دەتەوێت ئەم بە گەمە وەر بگرێنەوه  
سەر زمانی خۆت، یان بە د ی برهیل، چاپی  
قهه یو یان له سەر شریتی کاسدت بۆ تۆ ناماده  
بکەین، تکایه په یوهندی بکه به ژماره تلهفونی  
.0121-569-6030

### Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਇਕ ਕਾਪੀ ਦਾ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਜਾਂ ਆਡੀਓ ਟੇਪ ਦੀ ਕਾਪੀ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0121-569 6030 'ਤੇ ਸੰਪਰਕ ਕਰੋ

### Polish

Aby uzyskać tłumaczenie tego dokumentu, lub jego egzemplarz alfabetem Braille'a, dużym drukiem lub na kasecie audio, prosimy o kontakt telefoniczny pod numerem 0121-569 6030

### Urdu

اگر آپ کو اس دستاویز کی ایک ترجمہ شدہ نقل چاہئے یا بریل، بڑے حروف یا آڈیو ٹیپ میں ایک نقل کی ضرورت ہو تو برائے مہربانی 0121-569 6030 پر رابطہ کریں

Version 2 March 2010

[www.sandwellhomes.org.uk](http://www.sandwellhomes.org.uk)

**Sandwell Homes**  
Quality Housing, Excellent Services  
☆☆☆

## Gas Safety Guide



### دليل سلامة الغاز

ਗਾਸ ਨਿਰਾਪ ਾ ਨਿਦੇਸ਼ਿਕਾ

### Rênîşandana Ewlekariya Gaz

رابهری دوهی بوونی گز

ਗੈਸ ਸੇਫਟੀ ਗਾਈਡ

Poradnik bezpiecznego korzystania z gazu

گیس حفاظتی گائڈ

'Demonstrating our commitment to the social housing sector'

## Introduction.....

Sandwell Homes welcomes you to your new gas safety guide, designed in partnership with tenants and residents.

This is your personal safety guide to gas and gas safety, so please keep it in a safe place.



## The Law....

Sandwell Homes by law are responsible for making sure that gas appliances, fittings and flues owned by them are maintained in good working order and are checked for safety every year

## The Facts.....

You can't see it, you can't taste it, you can't even smell it but carbon monoxide can kill without warning in just a matter of hours!!

There were 63 carbon monoxide poisoning incidents in the UK from the period of 1st April 2007 to 31st March 2008, these 63 incidents resulted in 21 fatalities where carbon monoxide was the suspected cause and 42 casualties.

The majority of carbon monoxide incidents are avoidable - the most common cause of death through carbon monoxide poisoning comes from faulty or poorly maintained gas appliances.

Children and the elderly are vulnerable groups, and they account for 50% of the fatalities and 54% of injuries.

**You are particularly at risk of carbon monoxide poisoning if:**

- Your appliance was poorly installed
- Your appliance is not working properly
- There is not enough fresh air in the room
- Your chimney or flue gets blocked up
- You allow non Gas Safe registered engineer to install or maintain your gas appliances.

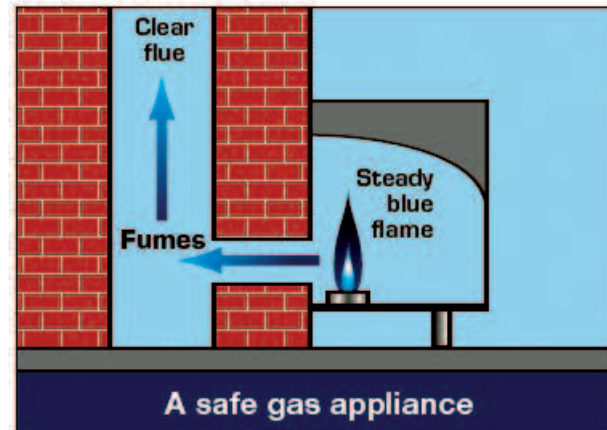
## Our Responsibility.....

Gas Services have robust processes in place to ensure are carried out within a twelve-month period.

We will contact you in writing at least two weeks before our servicing team moves into your area. Our team shall then leave an appointment card giving a minimum 3 days notice of your inspection.

**New for 2011 our inspection also includes 'service plus' repairs and testing of Smoke and Carbon Monoxide Alarms along with a check of the RCD unit.**

In addition to the Inspection we also complete a full strip down and service for Sandwell Homes owned appliances. Private appliances not connected to a chimney receive a free of charge visual inspection



## Your Responsibility.....

In order for Gas Services to inspect 100% of all Sandwell Homes gas appliances it is important that you give us access when requested.

When we are unable to gain access then we must take action.

We have been very successful over the past twelve months in developing legal procedures for gaining access to those few properties where access has been difficult.

Refusal to allow our gas engineer access will result in a possession order and/or a warrant of entry being served.

## REDUCING THE RISK OF CARBON MONOXIDE POISONING

- Never use a gas appliance if you think it isn't working correctly. Signs to look out for include yellow or orange flames, soot or stains around the appliance and pilot lights that keep going out
- Never cover up a gas appliance
- Never block or obstruct fixed ventilation grilles or air bricks
- Never block or cover outside flues
- Never allow an unqualified gas engineer to work on your gas appliances