

If you suspect a gas leak or smell gas, call the National Grid's 24-hour emergency service on 0800 111 999.

Physical symptoms of carbon monoxide (CO) poisoning

If you feel drowsy, have headaches, feel sick or suffer pains in the chest when using a gas appliance, switch it off immediately, contact a doctor and mention the possibility of CO poisoning.

For more information regarding gas safety visit www.trustcorgi.com or phone British Gas on 0845 850 0047.

Ways to contact us:

Blenheim Gardens RMO
24 Prague Place
London SW2 5ED

Phone: 020 7926 0158
Website: www.bgrmo.org.uk
Email: blenheimgardens@lambeth.gov.uk

If you would like this information in large print, Braille, or in another format or language, please contact us on 020 7926 0158.

Español: *Si desea esta información en otro idioma, rogamos nos llame al 020 7926 0158.*

Français: *Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 020 7926 0158.*

Português: *Se desejar esta informação noutra idioma é favor telefonar para 020 7926 0158.*

Twi: *Se wope saa nkaeboy yi wo kasa foforo mu a fre 020 7926 0158.*

Yoruba: *Tí ẹ ba fẹ ìmoràn yíí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.*



Blenheim Gardens RMO Guidance Leaflet

Gas safety: Why it is important to have your gas appliances serviced every year

in partnership with



Staying safe:

Each year about 30 people die in the UK from carbon monoxide (CO) poisoning caused by poorly-installed or badly-maintained gas appliances and flues.

That is why it is important to make sure that the gas appliances and flues in your home are safe. We do this by carrying out a free safety check and servicing every year. By law we have to:

- Make sure your gas fittings, pipe work and flues are maintained in a safe condition
- Carry out a safety check every year on each gas appliance and flue
- Have all installations, maintenance and safety checks carried out by CORGI-registered gas installers, and
- Give you a copy of the safety check record (CP12)

Even if your gas water heater, gas fire, central heating or combination boiler seems to be working well, we still need to check it every year. We arrange this work through carefully-chosen gas contractors who will:

- Make sure you are safe
- Provide you advice on how to get the best value from your gas bill, and
- Carry out any necessary repairs

The contractor will write to you beforehand, to let you know when they are coming to carry out the work. If the date or time is not convenient, please contact them to arrange a different appointment. If you do not let us come into your home to carry out these checks, we can force our way into your home.

A quality service

For your safety, when the engineer arrives, please check they have a valid identification card. You can take this from them while you

contact your estate office to check their details. Make sure you leave the engineer on the doorstep while you make these checks, and keep your front door closed. A genuine engineer will not mind you doing this.

Once you feel confident about letting the engineer into your home to carry out the gas safety check, here's what to expect:

Gas soundness check

The engineer will check for gas leaks before and after servicing the gas appliances and will need access to your gas meter cupboard, so please keep this clear.

Gas boiler

The engineer must clean out dirt and fluff from the gas burner, and may use a vacuum and other tools while carrying out this work.

Gas fire

The engineer will need to take the appliance apart, vacuum and clean the gas burner assembly under the radiants (the part that gets hot), and check the chimney. They will remove any obstructions they find. They will also ask you to sign the gas safety record and will give you a copy, once the work is completed.

Gas danger signs

If you haven't had your gas appliances and flues checked in the past **12 months**, you must contact our gas contractor or the estate office now. Your life could be at risk.

If you notice any of the following danger signs, you should switch off the appliance immediately and contact us straight away:

- Soot around the appliance
- A yellow or orange lazy flame
- A lot of condensation in the room where the appliance is installed