

GAS SERVICING

How to Keep your home safe from Carbon monoxide

SEVEN LOCKS HOUSING

— Strong **Foundations,**
Stronger **Communities**.....

SEVEN LOCKS

HOUSING

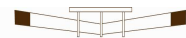
**If you smell Gas Telephone
National Gas Emergency Service 0800 111 999**

Why do my heating and hot water appliances need an annual service ?

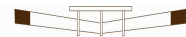
Seven Locks Housing carry out an annual service to make sure that our customers are not put at risk of carbon monoxide poisoning or from potentially dangerous gas leaks.

We will carry out an annual service of our gas, solid fuel and oil burning appliances in our homes.

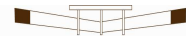
These are the appliances that heat your home and your water.



This annual service is carried out on our behalf by Jeakins Weir.



We are required by law to carry out this service.



You are also required by law to give our contractors access to your home to enable the service to take place.

Seven Locks Housing, 1A Anson House, 8 Compass Point, Northampton Road,
Market Harborough LE16 9HW

Tel: 01858 414500, **Fax:** 01858 419156, **Email:** info@sevenlockshousing.co.uk

**If you smell Gas Telephone
National Gas Emergency Service 0800 111 999**

What if I am out when your contractors call?

If Jeakins Weir call whilst you are out, a card will be left to notify you that they have called.

This card will give you the details of who to contact to make an alternative appointment.

You must respond and arrange another date when the servicing can take place as soon as possible.

What are the possible consequences, if I don't have the service?

“It is not an option to not have the service!”

**If you smell Gas Telephone
National Gas Emergency Service 0800 111 999**

Why would you take the risk?

Appliances that are not serviced regularly can potentially produce Carbon Monoxide.

Every year around 50 people nationwide die from Carbon Monoxide poisoning.

The majority of these deaths are caused by defective or faulty domestic heating appliances in the home.

Carbon Monoxide is a highly poisonous gas produced when any fossil fuel (coal, smokeless coal, gas, oil or paraffin) is burnt.

Carbon Monoxide is:



Colourless – You cannot see it



Odourless— You cannot smell it



Tasteless— You cannot taste it when you breath in through your mouth

Carbon Monoxide kills because it is absorbed into the blood stream quicker than oxygen.

Seven Locks Housing, 1A Anson House, 8 Compass Point, Northampton Road,
Market Harborough LE16 9HW

Tel: 01858 414500, **Fax:** 01858 419156, **Email:** info@sevenlockshousing.co.uk

**If you smell Gas Telephone
National Gas Emergency Service 0800 111 999**

How would I spot a fault or problem?

Solid fuel fires may be faulty if:-

The fire burns too weakly or fuel is left un-burnt

A weak flame is being produced

The fire produces fumes or smoke into the room

Your Gas Fire or Boiler may be faulty if:-

It is cracked or has flaking cement around the ceramic panels

The panels are cracked, damaged or discoloured

There is any blackening to the front of the fire

You can hear gas flowing but there is no flame

The pilot light has gone out and keeps going out once it is relit

Your boiler is on but you do not have hot water

**If you smell Gas Telephone
National Gas Emergency Service 0800 111 999**

**What should I do if I suspect Carbon
Monoxide gas is present in my home?**

Open all doors and windows to your home

If there is a coal fire let it burn itself out

If there is an oil or gas fire, turn the appliance off

Vacate the house of all people and pets

Do not re-enter your home until a qualified person
tells you it is safe to do so

Telephone Seven Locks Housing on:-

0800 1300 365

Make this call from a neighbours house , a mobile
phone or a call box.

Seven Locks Housing, 1A Anson House, 8 Compass Point, Northampton Road,
Market Harborough LE16 9HW

Tel: 01858 414500, **Fax:** 01858 419156, **Email:** info@sevenlockshousing.co.uk

**If you smell Gas Telephone
National Gas Emergency Service 0800 111 999**

What do I do if I think there is a problem with my system?

Seven Locks Housing will treat any problem with a heating system that is likely to pose a health and safety risk as an emergency.

This means our contractors will respond to your call and come to your home to make the equipment safe immediately.

The number to contact is: 0800 1300 365

Our contractors will:

Ventilate the rooms of your home.

Carry out a safety test on the heating appliance or systems.

And if the system fails the test?

Our contractors will:

Advise you Not to use the fire or boiler.

Affix a notice telling you that the appliance **MUST NOT** be used until further notice.

Disconnect the appliance wherever possible and leave it in a safe condition.

Provide temporary heating appliances in your home if required.

What if I smell Gas? Telephone National Gas Emergency Service 0800 111 999

Put out all naked flames immediately.
This includes cigarettes and candles

Do not operate electrical light switches or doorbells, they may spark and cause an explosion.
Open all doors and windows and keep them open.
Turn off the gas supply at the meter

Leave your home

Contact Seven Locks Housing on **0800 1300 365**.

Make this call from a neighbour's home, a call box or mobile phone.

For your own safety do not make this call from inside your home.

Do Not return to your home until you are told it is safe to do so by a qualified person who is dealing with the emergency.

**This leaflet gives advice about
How to keep your home Carbon
Monoxide Free — If you or someone
you know needs this information in
another format or language, please
contact Customer Service on
01858 414500.**

We keep a central register of our customers' with special communication needs so you only need to tell us about your requirements once.