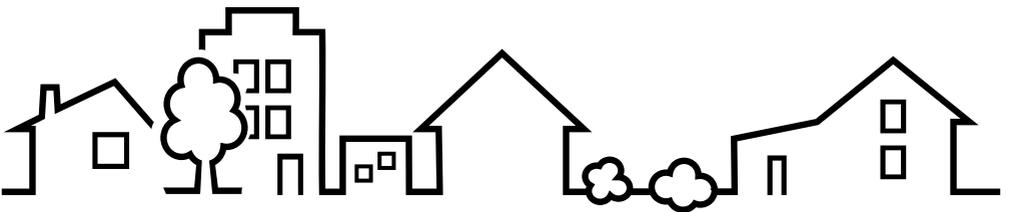


Gas Safety



Alternative Formats

If you need information from the Moray Council in a different language or format, such as Braille, audio tape or **large print**, please contact:

إذا كنتم في حاجة إلى معلومات من قبل مجلس موراي وتكون بلغة مختلفة أو على شكل مختلف مثل البراي، أسطوانة أوديو أو أن تكون مطبوعة باستعمال حروف غليظة فالرجاء الإتصال ب

Je i pageidaujate tarnybos Moray tarybos teikiamaą informaciją gauti kitokiu formatu, pvz., Brailio raštu, garso įrašū ar stambiu šriftu, kreipkitės:

Jeśli potrzebują Państwo informacji od Rady Okręgu Moray w innym formacie, takim jak alfabet Braille'a, kasety audio lub druk duża czcionką, prosimy o kontakt:

Se necessitar de receber informações por parte do Concelho de Moray num formato diferente, como Braille, cassete áudio ou letras grandes, contacte:

Ja Jums vajadzīga informācija no Marejas domes (Moray Council) citā valodā vai formātā, piemēram, Braila rakstā, audio lentā vai lielā drukā, sazinieties ar:

اگر آپ کو مورے کونسل سے کسی دیگر زبان یا صورت میں معلومات درکار ہوں مثلاً "بریلے، آڈیو ٹیپ یا بڑے حروف، تو مہربانی فرما کر رابطہ فرمائیں:

Housing & Property
Moray Council
High Street, Elgin, IV30 1BX

0300 123 4566

housing@moray.gov.uk

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Gas safety – what you need to know

Our legal responsibility to you

As your landlord and by law, we must make sure all our homes with mains gas have a gas safety service each year. This is very important as it will make sure that the gas appliances in your home are safe.

We will service and repair our gas appliances, for example boiler, flue, fire and can help point out any faults on your own appliances such as your cooker. This will help you to arrange any necessary repairs to your own appliances.

Your legal responsibility to us

When you signed your tenancy agreement you agreed to give us access to carry out gas safety inspections and repairs.

Making an appointment for gas servicing

About six weeks before your annual gas safety service is due we will phone you to arrange an appointment on a date and time suitable for you to allow access. If we cannot contact you, we will send you an appointment letter. If the appointment does not suit you, please contact us and we will rearrange it to a time that suits you better. If you cannot keep your appointment, please tell us as soon as possible so we can re-allocate it to someone else.

Missed appointments

If you miss your appointment, we will leave you a letter to let you know we have been. You must contact us as soon as possible to arrange another appointment.

If you do not answer our letters or if you fail to keep two appointments you will be in breach of your tenancy agreement and we may have to force entry into your home to carry out the gas safety service. This is for your own, and your neighbours, safety. If we do have to make arrangements to force entry, we will re-charge you for the costs. If you are in the house when we call to force entry, you may still be re-charged, even if you let us into your home.

The gas safety service

We will need gas and electricity to carry out the service. If you have pre-payment meters, please make sure there is credit in them when we visit. If we cannot service your central heating system because there is no gas or electricity, we may have to temporarily turn off the gas supply, for your own safety.

Reporting faults

We provide a call-out service to deal with any day to day heating faults and repairs. To report gas repairs:

- Within working hours (8.45am – 5pm) – **0300 123 4566**.
- Out with working hours – Emergency out-of-hours – **08457 56 56 56**.

Our emergency out-of-hours service aims to respond and be on site, anywhere within the Moray area within 4 hours of receiving your call. An emergency is when you have no heating **and** no hot water. Instances where you do not have heating **or** hot water are classed as urgent. Current weather conditions should be taken into account when requesting an out of hours call out. If the emergency call out happens during the night, we may only be able to make safe and provide temporary heating until such time as permanent repairs can be made.

We will keep a record of all call outs, noting the relevant details of faults found, and instances of any cancelled calls. If you request a call out and the cause is found to be due to miss-use or negligence, you may be recharged.

Appliances that are serviced regularly are less likely to break down. Just think about the inconvenience when your heating system breaks down unexpectedly... no heating and no hot water!

Customer care

Our gas engineers are highly skilled, qualified Gas Safe registered engineers and will carry out the work to a high standard.

They will:

- be polite and helpful at all times;
- show you their identity card;
- protect your home and belongings with dust sheets;
- explain what work has been done and tell you about any problems; and
- give you a copy of the gas safety certificate when they have finished the job. This certificate is your guarantee that the work has been done to current gas safety regulations.

If you have questions, please ask our gas engineer who will try to answer them.

Assuring you of our quality

We employ independent Gas Safe registered inspectors to carry out random independent checks on our work. We might contact you so that one of these important quality checks can be done.

If you smell gas

In the case of a suspected gas escape phone the National Gas Emergency Service **0800 111 999**, 24 hours a day.

They will come to your home and make it safe.

Until then:

- **Turn off** your gas supply immediately. Switch off the gas at the emergency control.
- **Open** the windows and doors to let in plenty of fresh air and prevent the build-up of gas.
- **Do not** use any electrical switches.
- **Do not** light matches or lighters.
- **Do not** smoke.

The dangers of carbon monoxide

Carbon monoxide is a highly dangerous gas that has no smell, colour or taste. It can be released to dangerous levels by any appliance or heating system that burns oil, gas or solid fuel if they are not properly installed, maintained or where adequate ventilation has not been provided.

All Moray Council properties which have gas, oil or solid fuel appliances are fitted with carbon monoxide detectors. The one in your home will look similar to these.



What does my carbon monoxide detector do?

Your carbon monoxide detector is designed to detect a build-up of carbon monoxide in your home. It does not detect heat or flames.

The detector continuously monitors air in your home. When it senses a build-up of carbon monoxide, it sounds its built in alarm. Your carbon monoxide detector can give time for you and your family to get out of your home before the effects of gas has any lasting effects.

Carbon monoxide poisoning symptoms are like flu symptoms. You should seek medical advice if anyone within the house seems to have any symptoms.

Remember the six main symptoms to look out for:



Headaches



Nausea



Dizziness



Breathlessness



Collapse



Loss of consciousness

To reduce the risk of carbon monoxide poisoning:

- make sure your gas appliances are installed by a Gas Safe registered engineer;
- make sure your gas appliances are serviced and maintained by a Gas Safe registered engineer, and that the manufacturer's instructions are followed;
- do not block vents as they are needed to allow enough fresh air into the room; and
- **Let us in to service your central heating system.**

If you would like advice, contact us on **0300 1234 566** or www.moray.gov.uk.

Other useful contact numbers:

National Gas Emergency Service: **0800 111 999**
24 hours a day

NHS24 **111** or www.nhs24.com
24 hours, 7 Days a week

Contacts

Housing & Property
PO Box 6760
Elgin
IV30 1BX

0300 123 4566
housing@moray.gov.uk

We are continually trying to improve the services that we offer and welcome any comments or suggestions. Please send them to:

Housing & Property (Housing Policy)
Moray Council
PO Box 6760
Elgin
IV30 1BX

housingpolicy@moray.gov.uk

Or visit any of our access points:

Buckie Access Point
13 Cluny Square
Buckie
AB56 1AJ

Forres Access Point
Auchernack
High Street
Forres
IV36 1DX

Elgin Access Point
Council Office
High Street
Elgin
IV30 1BY

Keith Access Point
The Resource Centre
26 Mid Street
Keith
AB55 5AH

Your Notes



We review our leaflets regularly to make sure you have the most up-to-date information. However, the content of this leaflet is only correct at the time it is published.

For more information or advice contact us on **0300 123 4566**
or visit our website at **www.moray.gov.uk/housing**