



herefordshire
HOUSING

Gas Safety Bulletin

Is there a **Silent Killer** in your home?

What can't you see, taste or smell and kills without warning?

Every year, a number of people DIE from Carbon Monoxide (CO) poisoning caused by unserviced gas appliances and unchecked flues and chimneys. There are many others who are lucky and just suffer ill health.

Herefordshire Housing's Gas Servicing Team is committed to ensuring you and your family do not become a statistic!

Your responsibilities as a resident....

- Allow access to your home to carry out maintenance or safety checks on gas appliances
- Turn off any gas appliance if you are worried about it's safety and...
- Contact Herefordshire Housing immediately to register your concerns
- Never cover up a gas appliance
- Never block or obstruct any internal or externally fixed flue from a gas appliance
- Never allow an unqualified gas fitter or person to install or carry out a repair to your gas appliance, or attempt to do it yourself
- Always make an appointment when you receive a letter from us notifying you that the Annual Gas Safety Check is due
- If for any reason you have to move from your existing bedroom to your living room with a gas fire, please contact Herefordshire Housing for further advice
- Always keep the appointment made for our inspection of your gas appliances

Delivering
quality housing
services to diverse
communities

Our Office opening hours
Monday to Thursday: 8:45am to 5:15pm
Friday: 8:45am to 4:45pm

We are available in the contact centre to take your call from 8:30am

Herefordshire Housing Limited Registered Office: Legion Way, Hereford, HR1 1LN
Registered Charity No. 1105907. Registered with the Housing
Corporation No. LH4353. Registered in England 4221587.

What do you do if you smell Gas or fumes?

DON'T...

- Smoke or strike any matches
- Turn electrical switches on or off

DO...

- Put out any naked flames
- Keep people away from the affected area
- Open all windows
- Turn off the meter at the control valve
- Contact Transco FREE on 0800 111999 AND Herefordshire Housing on the contact numbers below

Our responsibilities as a landlord....

- To ensure that all appliances, flues and gas pipe-work installed by Herefordshire Housing are maintained and operate in a safe condition
- To ensure that the work is carried out by a competent and CORGI registered engineer
- To ensure that an Annual Gas Service is carried out on all gas appliances owned by Herefordshire Housing
- To ensure that on the start of your new tenancy, the appliances installed are safe and checked
- To ensure that an Annual Visual Safety Check is carried out on all tenants own appliances
- To ensure that you receive a copy of the safety check record (CP12) within 28 days of the check being completed

Useful Telephone Numbers

Transco Gas Emergency Number FREE
0800 111999

Herefordshire Housing contact numbers:

Gas Service Booking

01432 384125

General Repairs and Gas Repairs

01432 384124

Emergency Out of Hours Repairs

01432 352555

Central Switch Board

01432 384000



Don't become a statistic!