


This leaflet provides information about gas servicing. It explains the importance of annual safety checks and how they help to keep you safe. This is one of a number of leaflets we produce for our customers. You can find them all on our website or in our offices.


At Riverside, we are committed to providing excellent service to all our customers. We value diversity and do everything we can to make our services available to as many people as possible. This commitment to equality is at the heart of everything we do.

Contact us

 www.riverside.org.uk
email: enquiries@riverside.org.uk

 **Customer Service Centre**
24 hours a day, 365 days a year
0845 111 0000
With inclusive call packages or mobile phones, it may be cheaper to call **0345 111 0000**

 You can also visit **your local office**
(for more details visit our website or call us)

 We are happy to accept **Typetalk** calls
Minicom: **0845 111 7766**

If you need this information in another format (such as large print, audio or another language) please contact us.
 **0845 111 0000**

অনুবাদের জন্য আমাদের টেলিফোন করুন।

若需翻譯服務，請致電我們。

अनुवाद माटे अमने फोन करो

अनुवाद के लिए हमें फोन करें

ਅਨੁਵਾਦ ਲਈ ਸਾਨੂੰ ਫੋਨ ਕਰੋ।

Ina soo wac sidii aan kuu turjimno

Çeviri için bizi arayın

Jeżeli potrzebujesz tłumaczenia, zadzwoń do nas

اتصلوا بنا للحصول على الترجمة

برای ترجمه بما تلفن نمائید




Gas safety checks

Information about our services

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Gas safety checks

You can't see it or taste it but carbon monoxide poisoning can kill.

Every year about 30 people die from carbon monoxide poisoning caused by gas appliances and flues that have not been properly installed or maintained.

How we can help

We want you to be safe in your home. That's why we carry out an annual gas safety check – just to make sure everything is working as it should be.

The annual check is **really important** and you should be in when our contractors call. If for any reason you cannot keep an appointment, get in touch with us and we can rearrange it to a time that suits you.

Stay safe

- Never use a gas appliance if you think it is not working properly.
- Never cover an appliance or block the convection air vents.
- Never block or obstruct any fixed ventilation grilles or air bricks.
- Never block or cover outside flues.

Warning signs

- Yellow or brown staining around appliances.
- Pilot lights that frequently blow out.
- Increased condensation around windows.
- Yellow rather than blue flame (apart from flue-less fires).

If you are worried or would like some more information, please get in touch.

Gas safety agreement

As your landlord

We are responsible for the annual safety check of appliances owned and installed by us. We must issue you with a copy of the latest safety check record.

As a tenant

You must allow us access to your home to carry out maintenance or safety checks on appliances and flues. Failure to do this is a breach of your tenancy agreement and will result in legal action to gain access and/or possession of your home. Any legal costs incurred will be your responsibility.

If you decide to install your own gas fire, you must get permission from us to do the work. Any work carried out must be done by a Gas Safe Register™ engineer. You must ensure that the gas appliances **you own** are checked every year by a Gas Safe Register™ engineer.

If you smell gas

You should do the following straight away:

1. Open all windows and doors.
2. Don't use any electrical appliances or switches, including turning lights on and off.
3. Turn off the gas supply at the meter control valve (if you know where it is).
4. Contact the National Gas Emergency Service, free of charge, on 0800 111 999.

If you are in any doubt about the safety of any gas equipment it should be turned off and not used until checked.

