

Gas safety in your home

- Your annual gas service
- Safety rules at home
- What to do if you smell gas



Call Solon
0117 916 7777

Your annual gas safety check

How we carry out this service

- 1 The gas service engineer will contact you direct with an appointment. If you need to arrange another time, contact the engineer.
- 2 Make sure you are at home at the time of the appointment so that the engineer has access to your home to carry out the service.
- 3 Once the service is complete, you will be sent an up-to-date safety certificate.

Your responsibility

As a resident you must give us access to your home each year to carry out essential gas safety checks and maintenance. This is part of the tenancy agreement. If you do not, we will take action to gain access or retake possession of your home. This could mean that you lose your home and will have to pay our legal costs.

Gas safety rules at home

Day-to-day safety

NEVER use a gas appliance if you think it is not working properly. Signs to look out for include soot or stains around the appliance, pilot lights that often go out, and flames that burn yellow or orange (except flame-effect fires that are meant to burn those colours).

NEVER cover an appliance and never block or obstruct an air vent or air brick.

NEVER block or cover an outside flue.

NEVER sleep in a room with a gas fire. If there is a fire in the room where you sleep, let us know.

Installing a gas fire or cooker

You must get our permission before you install a gas fire. Any installation must be done by a Gas Safe registered engineer and we will need a copy of the CP12 safety certificate once the work is complete.

We are not responsible for the maintenance of the appliance but we will include it in the annual gas safety check.

You don't need our permission to fit a gas cooker, but a Gas Safe registered engineer must do the work.

Carbon monoxide alarms

Alarms are a useful precaution but are not to be used instead of the annual gas safety check. Alarms must meet safety standards BS7860 or BS EN 50291 and carry the kite mark. If in doubt, ask Solon for advice.

Alarms must be fitted according to the manufacturer's instructions.



Solon Service Standard

Solon must by law make sure that your gas appliances are serviced every year. Our **Gas Servicing Service Standard** is available from the Solon office and on our website. It explains what you can expect and what we expect of you when we arrange for your gas to be serviced.

For more information call **0117 924 4071**.

As your landlord Solon must by law carry out an annual gas service and safety check in your home. We need your help and co-operation to complete this essential work.

We put safety first

Solon must make sure that all your gas appliances are checked and maintained by a qualified Gas Safe engineer (previously CORGI). This includes gas fires, boilers, warm-air units and water heaters.

This work must be done once every 12 months.

What are the dangers?

On average, 20 people die each year from carbon monoxide poisoning. This is usually caused by a gas appliance or flue that is not properly installed or maintained.

You can't see or smell carbon monoxide but it can kill without warning in a few hours.

What to do if you smell gas

TAKE IMMEDIATE ACTION

Follow these simple steps.

Put out all naked flames and cigarettes immediately.

Do not switch on any appliances, lights, doorbells or mobile phones.

Open all doors and windows and keep them open until the escape is stopped.

Check to see if your gas tap, fire or cooker has been turned on accidentally.

Check to see if any pilot lights have gone out.

Turn off the gas supply – the lever is usually next to the gas meter.

Leave the property if the escape continues and calmly tell your neighbours about the problem.

Call National Grid on 0800 111 999 to report a gas escape.

You can ask for our leaflets in large print, braille, audio or on computer disc. Call 0117 924 4071



Translations

If English is not your first language
and you need a translation,
we can get one for you.

ALBANIAN

Nëse anglishtja nuk është gjuha juaj amtare dhe keni
nevojë për një përkthim, ne mund t'ua sigurojmë atë.

BENGALI

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন
অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

CHINESE

如果英文不是您的第一語言，而您需要翻
譯的話，我們可以為您安排。

GUJARATI

પો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને
ભાષાંતરની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

HINDI

यदि अँग्रेज़ी आप की पहली भाषा नहीं है और आप
को अनुवाद की आवश्यकता है तो यह हम आपको
प्रदान कर सकते हैं

KURDISH

Heke îngilîzî zimanê we yê yekem nîne û pêwîstiya
we bi wergêr heye, em dikarin yekî ji we re bibînin

POLISH

Jeżeli język angielski nie jest Twoim
językiem ojczystym i wymagasz
tłumaczenia, możemy to zapewnić.

PORTUGUESE

Se o Inglês não é a sua língua
materna e precisa de uma tradução,
nós podemos obtê-la.

PUNJABI

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ
ਦੁਬਾਰੀਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ
ਕਰ ਸਕਦੇ ਹਾਂ।

SOMALI

Haddii Ingiriisku aanu ahayn afkaaga kowaad oo aad u
baahan tahay turjumaad, annagaa kuu samayn kara.

URDU

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو
ہم آپ کے لئے فراہم کر سکتے ہیں۔

VIETNAMESE

Nếu quý vị không thạo Anh văn và cần bản dịch,
chúng tôi sẽ giúp quý vị một bản.



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INVESTOR IN PEOPLE



business for neighbourhoods

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