



Catalyst



Gas checks
save lives

Your guide to gas safety

Gas can kill

Lots of homes rely on gas for heating, hot water and cooking. But faulty gas fires, boilers and cookers can be deadly. Faulty or poorly serviced gas appliances can cause gas leaks, fires, explosions and carbon monoxide poisoning.

Safety checks

By law, we have to check all our gas appliances in our rented homes every year, to make sure that they are safe. An engineer needs to visit your home to carry out this free check.

How long does the check take?

The check takes about 40 minutes. Afterwards, you will get a record to show that your gas appliances are safe to use. Please keep the record in a safe place.

Who does the check?

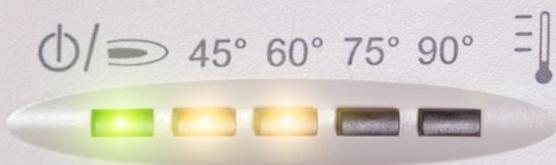
A qualified Gas Safe Registered engineer will do the check. Please ask to see their identity card before you let them in.

What is the Gas Safe Register?

It is the list of engineers who are assessed and qualified to work safely and legally on gas appliances. We only use engineers on this register.



Call **0800 408 5500** or visit www.gassaferegister.co.uk for more information.



Our responsibility

Check gas appliances to make sure they are safe

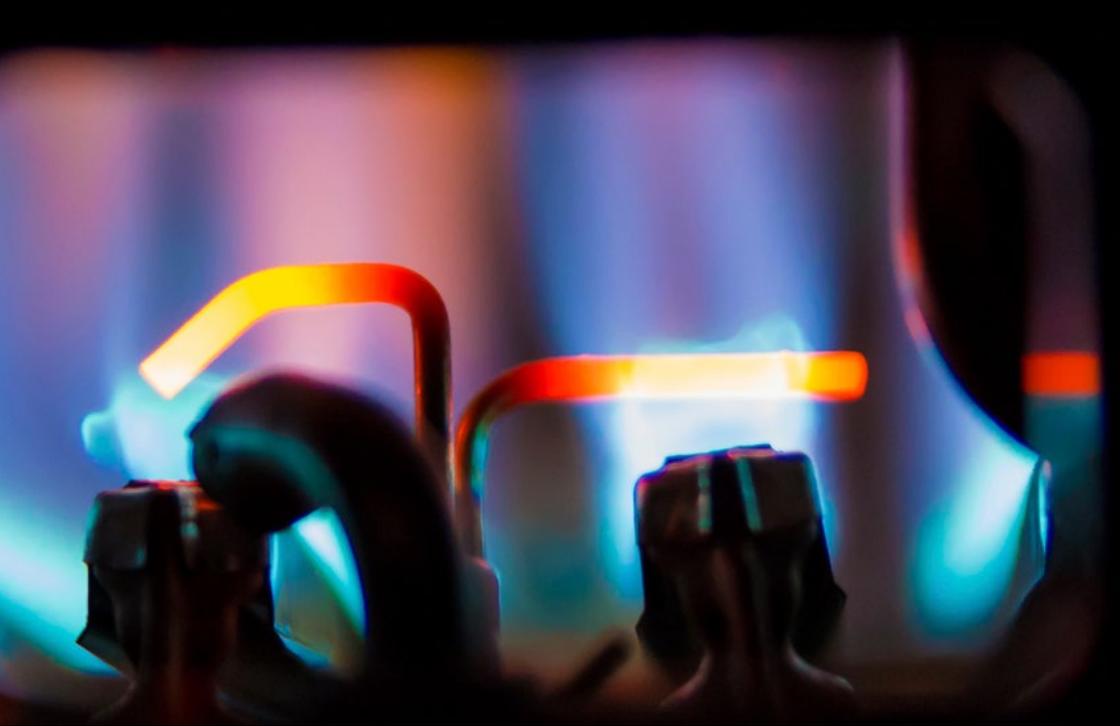
Your responsibility

Let the engineer in so they can do the gas check

Do I have to let the engineer in?

Yes. Your tenancy agreement says that you must let the engineer in. Gas checks save lives. By law, we have to do them. If you repeatedly refuse to let us in, we will have to take you to court.





What if I am out when the engineer visits?

The engineer will write to let you know when they plan to visit. Please be at home if you can. If the time or date is not convenient, please contact them to arrange another time.

What will the engineer check?

The engineer will check and service all the gas appliances that Catalyst owns, such as gas fires and boilers. They will also check the gas supply pipes. They will not check and service the appliances that you own, such as gas cookers.

These are your responsibility. The engineer will also be able to answer any gas questions that you have. They can show you how to use the heating and hot water system, and can also give advice about saving energy.

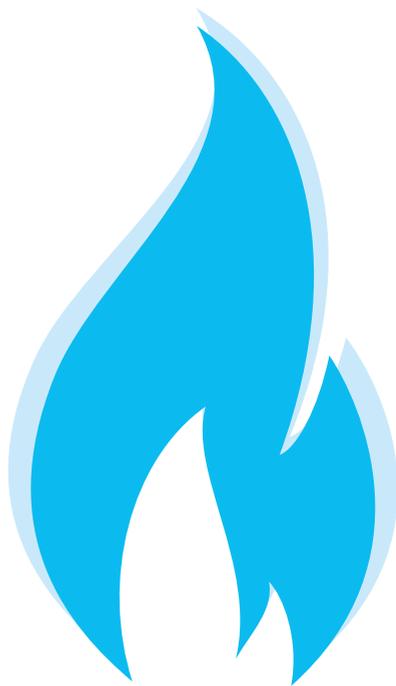
What if an appliance is faulty?

The engineer will fix the problem straight away if they can. If they can't, they will disconnect the gas supply to that appliance. We will fix the problem as soon as possible, for free.

Never reconnect an appliance that has been disconnected for safety reasons as this is dangerous.

Gas safety: top tips

- Always follow the appliance manufacturer's operating instructions for your gas appliances.
- Make sure you know where and how to turn off your gas supply.
- Never install a gas appliance yourself. Get a Gas Safe Registered engineer to do it.
- Get your appliances regularly checked by a Gas Safe Registered engineer.
- If you think an appliance might be faulty, turn it off and call us to report it.



If you smell gas, or think that there may be a gas leak:

- call the National Gas Emergency Service immediately on 0800 111 999
- don't use electrical switches
- shut off the gas supply at the meter
- put out all naked flames
- open doors and windows
- leave the house.





Catalyst

If you need any of this information in large print, Braille, on audio-tape or explained in your own language, please call us.



BY PHONE

London customers:

0300 456 2099

South East customers:

0300 456 2090



BY EMAIL / ONLINE

Via our website at

www.chg.org.uk



BY POST

Ealing Gateway

26–30 Uxbridge Road

London W5 2AU



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