



# Your annual gas safety check

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**As your landlord, we have a legal obligation to inspect and service your boiler, and to check your flues, pipework and any gas appliances.**

It's important that we can get into your home to do this annual gas safety check.

Your boiler could have a dangerous gas or carbon monoxide leak that you may not be aware of.

Don't put your life and your home at risk. Always make sure you're in for your appointment. We will send you a text or email with your appointment details.

**To change or re-book your appointment, call us on 0303 303 0003 as soon as possible.**

**Please note:** We will make 3 attempts to service your boiler. If we are still not able to get into your house:

- Your gas supply will be capped off.
- You will be liable for the cost of reconnection.
- We will go to the Courts to gain access to your boiler.
- You will be liable for these costs, as well as for repaying the cost of the 3 call-outs.

### Important!

All our gas safety inspections and gas maintenance work is carried out by Gas Safe-certified engineers. They should show you appropriate ID before entering your home.

If you have appliances in your home that were not installed by Broadland, our engineer will check them but they will not carry out any repairs.

If the boiler or any gas appliance is not safe to use, the engineer is legally required to disconnect it.

If your gas inspection is ok, we will send you a gas safety certificate within 28 days.

You **MUST** always get written permission from us before installing any gas appliances and you **MUST** use a Gas Safe engineer for the work. It is illegal for anyone else to fit or alter gas installations.



### No heating or hot water?

Please call **0303 303 0003 (24 hours)**. If your breakdown is out of office hours and is an emergency, an engineer will try and repair the fault as soon as possible.

If it is not possible for the engineer to carry out the repair on the same visit, they will provide you with temporary heating.

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## If you smell gas...

- Open windows and doors to let in some fresh air.
- Turn off the gas supply at the meter and make sure any gas appliances are turned off.
- Call **0800 111 999** – National Gas Emergency Service - available 24 hours a day, 365 days a year. If using a mobile phone, go outside the property.
- Don't smoke or use lighters, matches or candles.
- Don't touch any electrical switches. Turning a switch on or off could ignite a gas leak.
- Don't enter a cellar if you smell gas, even if your gas meter is located there.
- Get gas safety tips for your home from the Gas Safe Register website **[www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)**.

## What is carbon monoxide and why is it dangerous?

Unsafe gas appliances and flues can produce carbon monoxide (CO). This highly poisonous gas can cause long-term health problems, and even death.

## Warning signs of a carbon monoxide leak

- Lazy yellow or orange flames on your gas hob, rather than a crisp blue.
- Dark staining on/around appliances.
- Pilot lights that frequently blow out.
- Increased condensation inside windows.

### Symptoms of carbon monoxide poisoning

The main symptoms of carbon monoxide poisoning are very similar to flu, food poisoning or a virus. That's why you should also note if:

- Your symptoms only occur when you are at home, and seem to disappear when you leave home.
- Other people or pets in your household are experiencing similar symptoms, at a similar time.

### The six main symptoms to look out for are:



Headaches



Nausea



Breathlessness



Collapse



Dizziness



Loss of consciousness

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## What to do if you suspect carbon monoxide poisoning

- Open doors and windows, turn off gas appliances and leave the house.
- See your doctor immediately or go to hospital.
- Call us on **0303 303 0003 as soon as possible.**

## How to avoid carbon monoxide poisoning

- Make sure you're at home to let our engineer in for your annual gas safety check. If you miss your appointment, call us on **0303 303 0003 as soon as possible.**
- Our engineer will check that your carbon monoxide alarm is working correctly. If not, they will report the fault. They will also check your fire alarms at the same time.
- Regularly check the 'test' button on your carbon monoxide alarm.

**Broadland Housing Head Office:**

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**Customer Services:**

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W: [broadlandgroup.org](http://broadlandgroup.org)



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