

## Gas Safety

### Gas Safety Checks

If you qualify, you can receive a free gas safety check at your property every year.

In order to qualify for a free gas safety check you must:

- Be in receipt of a means-tested benefit, and
  - have at least one child under the age of 5 years old living at the property, or
  - be of Pensionable Age, disabled or long-term sick, and either:
    - live alone; or
    - live with other people who are all of Pensionable Age, disabled or long-term sick, or under the age of 18 years old.

But - if you are living in a rented property, it is your landlord's responsibility to arrange a yearly gas safety check. This is the law, under the Health & Safety at Work Act 1974.

If you qualify, we will arrange for a Gas Safe Register registered engineer to visit you, at a convenient time. The engineer will check all gas appliances and other gas fittings in the property. The checks will include:

- How effective the flue is (if there is one);
- The supply of the air needed to burn the gas;
- The appliance's operating pressure, or heat input, or both; and
- How safely the appliance is working.

Remember, if you qualify, you can only have one free gas safety check every 12 months. Even if you don't qualify for a free gas safety check, it's important that you use your gas appliances safely and have these regularly checked by a Gas Safe registered engineer.

If you would like more information, or if you qualify and would like to arrange a free gas safety check, you can contact us by:

- Phone: call our Customer Service team on 0333 777 0777;
- Minicom: 0333 003 5643;
- Email: [energy@uwdc.co.uk](mailto:energy@uwdc.co.uk); or
- Post: Utility Warehouse, Network HQ, 508 Edgware Road, The Hyde, London NW9 5AB.

If you would like to know more about the Gas Safe Register, you can contact them by:

- Phone: 0800 408 5500;
- Website: [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk); or
- Post: Gas Safe Register, P.O. Box 6804, Basingstoke, RG24 4NB.

# Carbon Monoxide

## What is carbon monoxide?

Carbon monoxide is an odourless, invisible gas that can be given off by any appliance which burns a fossil fuel such as gas, coal, or oil. It can enter your home if your appliance is faulty or the room is not correctly ventilated, or the chimney or gas flue is blocked. Carbon monoxide is a dangerous gas which prevents the flow of oxygen through your blood stream. This can have seriously poisonous effects which can prove fatal. As it is a colourless gas and has no taste or smell, it is very difficult to detect.

## How can it be prevented?

- Ensure your gas appliances are regularly checked for safety and serviced by a qualified Gas Safe Register engineer.
- If an appliance is unsafe and condemned for your safety, you should contact a Gas Safe Register engineer to repair or replace it.
- Ensure your home is correctly ventilated – never block vents or flues.
- Make sure all chimneys and flues are regularly swept and kept clear and clean.
- You can buy a carbon monoxide detector from some supermarkets and hardware stores. If you buy a detector, look for one which complies with EN50291, but never rely entirely on these devices.

## What are the danger signs?

- Gas flames that burn orange or yellow instead of blue.
- Sooty stains on or just above appliances.
- Solid fuel appliances that burn slowly or go out.
- Carbon monoxide sometimes makes people feel ill – but this is not always the case.

**IF YOU DEVELOP ANY OF THE FOLLOWING UNEXPLAINED SYMPTOMS -  
DROWSINESS, HEADACHES, CHEST PAINS, SUDDEN GIDDINESS WHEN  
STANDING UP, SICKNESS, DIARRHOEA AND STOMACH PAINS –**

**SWITCH OFF YOUR APPLIANCES AND SEE A DOCTOR AT ONCE.**