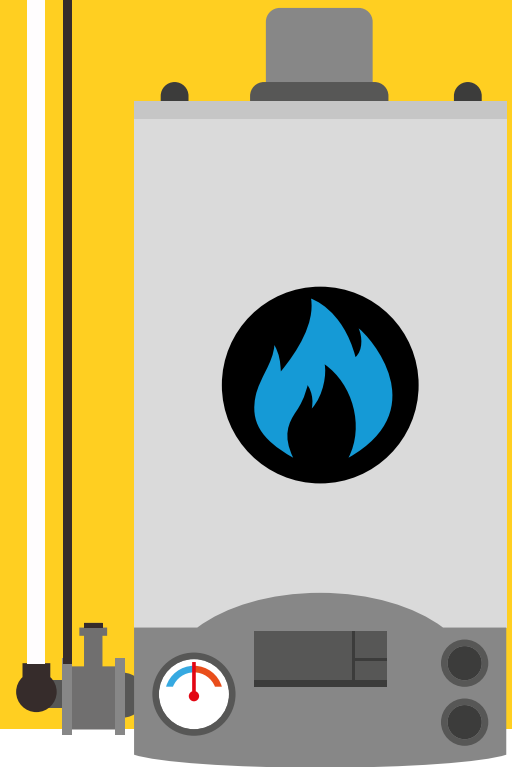


YOUR GUIDE TO GAS SAFETY

Most homes need gas for heating, hot water, and cooking. It's vital that all gas appliances are regularly checked as faulty boilers, fires or cookers can cause gas leaks, fires, explosions, and carbon monoxide poisoning.

To keep you safe in your home, Wigan Council will need to make sure that all gas appliances are serviced and safe. By law, we must check your gas appliances every year, so a gas engineer needs to visit your home to carry out a free safety check and service.

Wigan Council



Why service your boiler?

- Every year twenty people are killed by carbon monoxide poisoning in the UK, caused by gas appliances that are not fitted correctly, maintained or ventilated. Carbon monoxide is a gas produced when natural gas does not burn fully. You can't see it, smell it or taste it, but it can kill within 20 minutes.
- It is so important to have a well-maintained boiler, not only for the safety benefits, but to ensure it is operating efficiently to help reduce your energy bills.

How do I know when my gas service is due?

- Safety checks and services are carried out annually. Our gas engineers will contact you around 8 weeks before your service certificate expires to arrange an appointment. We will ensure that the service is completed before the current certificate expires and the next service will be due no more than 12 months following this service.

Who does the check?

- A qualified gas safe registered engineer will do the check. On their arrival, make sure you ask to see their identity card to verify them before you let them in.

How long does the safety check take?

- The service takes 30 - 45 minutes and a gas safety certificate will be sent to you within 28 days of your service, which needs to be kept in a safe place.

What will the engineer check?

- The engineer will check all gas appliances installed by Wigan Council. They also check gas supply pipes and complete a visual check of gas appliances that you own, such as gas cookers. However, they will not complete a service on appliances owned by you as they are your responsibility. The engineer will also be able to answer any questions you may have, show you how to use the heating and hot water system efficiently, and give you advice about saving energy.



What if an appliance is faulty?

- The engineer will try to fix any fault/s straight away. If they can't fix immediately, they will arrange a date to do the follow-up repair. If they are unable to repair an appliance, they will disconnect those that are unsafe and will arrange to fix the problem as soon as possible for free.

Do I have to let the engineer in?

- By law we must do safety checks and it is part of your tenancy agreement, so you have to let an engineer in. If you repeatedly refuse to let us in, we will have to take you to court to gain access and will also seek to recover any costs.

What should I do if I will not be at home for the appointment?

- Our gas contractor will try to arrange the service to work around your commitments, however a new appointment must take place within 7 days of the original date. If you need to rearrange your appointment, please contact the gas contractor directly. The contact details will be on the appointment card you have been sent, alternatively you can contact Liberty on **0330 333 5771** or by emailing **hello@Liberty-group.co.uk**.

No access procedure

- If you do not contact us and our engineers are unable to gain access to your property, we will enter into our no access procedure. This could result in your gas supply being shut off, your tenancy being at risk, and we may commence legal proceedings to ensure access is given. Ensuring your safety in your home is our priority, so it is important we can have access to check and service your boiler.

GAS SAFETY TOP TIPS

- Always follow the appliance manufacturer's operating instructions for gas appliances
- Allow the gas safe registered engineer to access your home annually to check the appliances
- Make sure you know where and how to turn off your gas supply
- Request permission from Wigan Council to install any gas appliances
- If you think an appliance might be faulty, turn it off and call Liberty gas contractors immediately to report it **0330 333 5771**
- Test your smoke alarm & carbon monoxide detector regularly and report any faults to us immediately.

DO NOT reconnect an appliance that has been disconnected for safety reasons.



If you smell gas or think that there may be a gas leak you must follow the below instructions:

- **CALL** the 24-hour gas emergency service immediately on **0800 111 999** (make sure you get a reference number)
- **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