Gas safety
This leaflet is about your annual gas safety check and how you can keep your home safe.

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It is a legal requirement that we carry out safety checks on gas boilers, cookers and appliances (owned by Metropolitan) every year. We use qualified Gas Safe registered engineers to carry out the checks to help keep you and your home safe.

Metropolitan and our gas contractor will write to you before your annual check is due with an appointment time and date. Once you have booked your appointment and if we have your mobile number, we will send you a text message the night before your appointment to remind you that we’re coming. If you need to change this appointment for any reason, please contact the contractor or Metropolitan to arrange a more convenient time to rebook the appointment.

What happens during the gas safety check?
A fully qualified Gas Safe registered engineer will carry out a safety check on your gas installation(s) and fully service all the gas appliances owned by us, including checking pipe work for leaks and checking appliances have sufficient ventilation.

The inspection will take between 20 to 40 minutes. Hard wired smoke alarms (i.e. it is part of the electrical system in your home) will also be tested. If you have a battery operated alarm, we will try to make sure it is working.

The engineer will leave you with a copy of a Landlord Gas Safety Record (LGSR) or will send Part One out to you within 28 days. This is your record that your gas installation and appliances have been tested. If any appliances are found to be unsafe, they will be turned off and isolated and we will arrange for the necessary repairs to be carried out. If a repair cannot be carried out, we will arrange for a replacement item to be installed.

Your annual gas safety check
We want to make sure your home is safe and warm – and to identify any potential problems before things go wrong. That’s why we carry out an annual service on your boiler and central heating system.
Our responsibilities
As your landlord we are responsible for:

- carrying out a free service and gas safety check of Metropolitan’s gas boilers, cookers and appliances
- issuing you with a copy of the latest safety check record to be either handed to you at the time of inspection or posted to you within 28 days of completion.

Important
You are required by law, and by the terms of your tenancy, to allow a Gas Safe registered engineer appointed by us access to your home and carry out work at a reasonable time and with reasonable notice. We take our legal responsibility very seriously and to avoid legal action your co-operation is essential. We may, upon giving you 24 hours notice, force entry to your home if we suspect that your gas appliances may be unsafe due to an overdue annual safety check.

Your responsibilities
- You must allow us access to the property to carry out maintenance or safety checks on appliances and/or flues that we provide for your use.
- Failure to provide access is a breach of your tenancy agreement and may result in legal action to obtain access and/or possession of your home. Any legal costs incurred to obtain access will be your responsibility.
- If you decide to install your own gas fire, permission must be obtained from us and the works must be carried out by a competent Gas Safe registered engineer. Your gas cooker must have a flame failure device if you live in a flat, you do not require permission to have it installed but it should be fitted by a Gas Safe registered engineer.
- You must ensure that the gas appliances you own are regularly maintained and checked by Gas Safe registered engineers every 12 months.
If you are in doubt about the safety of your gas equipment it should be turned off and not used until it has been checked.

**Leaseholders and home owners**

As a leaseholder or home owner you will need to pay for the gas safety check. If you are a leaseholder and live in a shared ownership property or you own your home, you are responsible for making sure your gas boiler, cooker and appliances are safe.

We have arranged for our contractors to provide this service to leaseholders/home owners at a competitive price. The contractor will provide a repairs service, including an annual gas safety check and provide a Landlord Gas Safety Record. For more information contact our Customer Service Centre on 020 3535 3535 or visit www.metropolitan.org.uk

**Carbon monoxide**

You won’t know carbon monoxide is there until it is possibly too late. Carbon monoxide is a colourless, odourless, tasteless and highly poisonous gas created when fossil fuels burn without sufficient air. It can be deadly and is most often produced by appliances which haven’t been properly installed or maintained. It can escape from gas appliances like boilers and fires and it can also be present at low levels where heavy road traffic or smoke is close by.

A carbon monoxide alarm can detect even the smallest amount of carbon monoxide in your home and emits a loud alarm before levels become dangerous. But it won’t stop carbon monoxide being produced. **As your landlord we are committed to your safety and can install carbon monoxide alarms if required. This is another reason why you should have appliances serviced every year to ensure they are working safely.**
Gas safety tips

Danger signs can include:

- yellow or orange rather than a blue flame (apart from flue-less fires)
- yellow or brown staining around appliances
- pilot lights that frequently blow out
- increased condensation around windows.

If you smell gas in your home:

- turn off your gas supply at the meter; contact your caretaker (if you have one)
- open all doors and windows to get rid of the gas
- do not turn any electrical appliances or light switches on or off
- do not use door bells
- do not light a match or cigarette lighter
- check to see if an appliance has been left on, but is unlit. If so, do not turn your gas back on or try to re-light until the smell of gas has cleared.

If the leak cannot be stopped by turning off appliances, phone the National Gas Emergency Service immediately on 0800 111 999 or 0800 371 787 (deaf or hearing impaired). This service is free.

Please note Moorlands residents should contact Multi-gas on 020 8651 2644 or 01293 529 380.

Always switch off your gas appliance before using a ceiling fan. Rotating ceiling fans will interfere with natural ventilation which gas appliances need to burn correctly. They can also stop the flue functioning properly and pull dangerous carbon monoxide fumes back into the room. We advise that you do not install a ceiling fan in the same room where a gas appliance is installed.
DO NOT block airbricks or vents. These may be providing air that is vital for the safe operation of a gas appliance.

Do not block up airbricks or vents on the inside of your home or obstruct them on the outside with sheds, plants or shrubs etc.

Make sure your kitchen is well ventilated when using your gas cooker.

DIY gas work is against the law.

Calor gas heaters should not be used in Metropolitan properties.

Your central heating system – how it works

Combi system
A combi boiler is short for combination boiler. This type of appliance provides a highly efficient hot water supply on demand plus central heating, all combined in a single unit. The hot water temperature can normally be adjusted on the boiler or by adjusting the amount of flow through the taps.

Traditional system
A traditional system typically contains a boiler that provides central heating in the same way as a combi boiler. The temperature of the hot water is controlled by the thermostat on the boiler and in most installations by a separate thermostat connected to the tank or cylinder.

Useful parts of your heating system

Room thermostat
You can save up to 10 per cent on your heating bill simply by turning the thermostat down by 1°C. A room thermostat controls the heating system by sensing the temperature of the air around it and switching the heating on or off as appropriate. Avoid turning the thermostat to maximum when...
the weather is very cold, as the boiler will stay on constantly in an attempt to get to an unnecessarily high temperature, which will waste energy and money.

**Timer/programmer**

Allows the home to be heated according to different lifestyles. The programmer can be set so the system will switch on before you wake up and before you get home in the evening, providing heating and hot water when it is needed. It is recommended to allow at least an hour for the heating and hot water to reach the desired temperature. Generally you can choose one or two on/off settings per day depending on the programmer.

There is also usually a boost, advance or override button, which allow the pre-programmed settings to be temporarily overridden until the next set time.

**Thermostatic Radiator Valves (TRVs)**

TRVs are numbered dials fitted to radiators. TRVs do not control the boiler, but control the flow of water going in to the radiators. Once the temperature of the air meets the temperature set on the TRV, the flow of water to the radiator is cut off. Dials should be adjusted in each room to find the most comfortable temperature. Correct use of TRVs can reduce fuel bills. The higher the number on the dial the higher the room temperature will be.

**Energy saving advice**

By making some small changes you can help reduce the energy used in your home. Included below are some helpful tips:

- Turn your room thermostat down by 1°C. This could reduce your heating bills by up to 10 per cent.
- Turn your radiators off or down in rooms you aren’t using.
- Shorten the hours that you have the heating on.
Switch the central heating to low or off when you are out.

Use lined curtains and close them in the early evening to reduce heat loss through the windows.

Other types of heating
Portable gas heaters can be particularly dangerous. Metropolitan advise that they are not to be used.

Useful contact numbers
If you are concerned about paying your energy bills and would like some free, impartial advice and access to grants for free home insulation and social tariffs, call the Home Heat Helpline on 0800 33 66 99 (freephone).

For free and impartial advice on how to save money and energy in your home, call your local Energy Saving Trust advice centre on 0300 123 1234 (freephone).

For free written information on a wide range of issues affecting older people including benefits and income, care, health, housing, consumer and legal issues, contact Age UK on 0800 169 6565 (freephone) www.ageuk.org.uk

Set it right
Sixty per cent of our average energy use in the home is on heat and hot water. So the biggest savings are likely to be found by making effective use of your heating systems.

There are a huge variety of different heating systems and they can be very confusing. We have an online resource which has simple visual guides on how to maximise the heat in your home and save money.

www.metropolitan.org.uk/set-it-right

You can also contact our Customer Service Centre for further advice on ways to stay warm and become more energy efficient.
Translations

This leaflet is about your annual gas safety check and how you can keep your home safe.

We want all of our customers to be able to understand the customer information we provide. If you would prefer to receive this information in your own language, please contact us on 020 3535 3535 and we will take reasonable steps to arrange this for you.

Chinese simplified

本宣传单是关于你的年度燃气安全检查，以及你如何能够保持你的住宅安全。
我们希望我们的顾客都能够理解我们所提供的顾客信息。如果你希望收到本信息的采用了你的语言的版本，请联络我们：020 3535 3535，我们将采取合理的步骤来为你安排此事。

Chinese traditional

本宣传单是关于你的年度燃氣安全檢查，以及你如何能夠保持你的住宅安全。
我們希望我們的顧客都能夠理解我們所提供的顧客資訊。如果你希望收到本資訊的採用了你的語言的版本，請聯絡我們：020 3535 3535，我們將採取合理的步驟來為你安排此事。

Polish

Ta broszura dotyczy dorocznej kontroli bezpieczeństwa instalacji gazowej i sposobów zapewnienia bezpieczeństwa w swoim domu.
Chcemy, aby wszyscy nasi klienci byli w stanie zrozumieć informacje dla klientów, jakie zapewniamy. Jeśli wolą(a)by Pan(i) otrzymać te informacje w swoim własnym języku, prosimy skontaktować się z nami pod numerem tel. 020 3535 3535, a podejmiemy stosowne kroki w celu zorganizowania tego dla Pana/Pani.

Portuguese

Este panfleto refere-se à sua verificação de segurança de gás anual e ao modo como pode manter a sua habitação segura.
Queremos que todos os nossos clientes compreendam as informações que facultamos. Se preferir receber esta informação no seu próprio idioma, contacte-nos através do 020 3535 3535 e faremos o possível para o providenciar.

Punjabi

ਇਨ੍ਹਾਂ ਪਹਚਾਣਾ ਉੱਤਰਾਂਦੀ ਮਸ਼ਹੂਰਾ ਦੀ ਸਭਿਕੀ ਸਨੌਸੀਨਾ ਭਰੀ (annual gas safety check) ਅਨੇ ਉਹਨੇ ਪੂਰੇ ਖ਼ਾਸ ਹੁੰਦੇ ਹਨ ਜਿਕੇ ਸਭਿਕੀ ਵਰਤੀ ਧਰਤੀ ਹੋਣਾ ਚਾਹਿੰਦੇ ਹਨ, ਉਹਨਾਂ ਦੀ ਖ਼ਾਸ ਵਿਚ ਵਰਤੀ ਚਾਹੀਦੀ ਸਮੂਹ ਦੇ ਤਾਨੂਹਾ ਨੂੰ 020 3535 3535 ਤੇ ਸੰਪੋਠਤਾ ਵਾਲੇ ਅੰਦਰ ਉਹਨਾਂ ਦੀ ਖ਼ਾਸ ਪ੍ਰਭਾਵ ਵਚਨ ਦੋਨਾੜਾ ਲਿਖਤਾ ਕਰਦੇ ਹਨ।
Gas safety

Somali
Buugyarahani waxa uu ku saabsan yahay baarista badbaadada gaaska gurigaaga ee sanad kaste la qabto iyo sida aad nabadda ugu ilaalin karto gurigaaga.

Waxa aan rabnaa in macaamiishayada oo dhany ay fahmi karaan macluumaadka aan bixinno ee aan macaamiisha ugu tala galnay. Haddii aad ka jeclaan lahayd in aad warbixintan ku hesho luqaddaada gaarka ah, fadlan annaga nagala soo xiriir lambarka 020 3535 3535 waxaanan si kastoo macquul ah ugu dadaali doonnaa in aan taas adiga kuu habayno.

Spanish
Este folleto trata sobre la revisión de seguridad anual de gas y cómo puede mantener su hogar seguro.

Deseamos que todos nuestros clientes puedan comprender la información que facilitamos. Si prefiere recibir esta información en su idioma materno, llame al 020 3535 3535 y tocaremos las medidas razonables para proporcionarle este servicio.

Turkish
Bu yaprakçık yıllık gaz güvenlik kontrolünüz ve evinizi güvenli bir şekilde nasıl tutabileceğiniz ile ilgilidir.

Tüm müşterilerimizin tedarik etmekte olduğumuz müşteri bilgilerini anlayabiliriyor olmalarını arzu ediyoruz. Eğer bu bilgilerin kendi dilinizde elinize geçmesini tercih ediyorsanız, 020 3535 3535 numaralı telefondan bizimle teması geçtiniz takdirde bunu size ayarlayabilmek için her türlü makul adımı atacağiz.

Urdu

Vietnamese
Tờ thông tin này là về việc kiểm tra an toàn gas hàng năm của quý vị và về cách quý vị có thể giữ cho nhà của mình được an toàn.

Chúng tôi muốn tất cả khách hàng của chúng tôi có thể hiểu được thông tin khách hàng mà chúng tôi cung cấp. Nếu quý vị muốn được nhận thông tin này bằng ngôn ngữ của quý vị, xin vui lòng liên hệ với chúng tôi theo số 020 3535 3535 và chúng tôi sẽ thực hiện các bước phù hợp để sắp xếp việc đó cho quý vị.