



Solihull
Community Housing
Shaping our neighbourhoods

Gas safety and servicing

Gas safety and servicing

Gas leaks - what to do if you smell gas

- Put out any flames or cigarettes immediately.
- Don't create flames or sparks, or turn on electrical switches or appliances.
- Don't use any sort of phone inside your home, not even your intercom system. It could make a spark that could cause an explosion.
- Turn off the gas at the meter by putting the lever in the horizontal position.
- Open doors and windows to let fresh air in.

Phone the National Grid gas emergency number free on 0800 111 999 from outside your home.

Phone us on 0121 717 1515. We will send our gas contractor (Dodd Group) out to you within two hours.

Get connected

When you move into your home, you will need to arrange for your gas supply to be connected.

- Phone National Grid on 0870 608 1524 to find out who your gas supplier is and how to contact them.
- Phone the supplier to arrange to get your supply connected. (You can change your gas supplier if you want to. If you want to change, phone your preferred supplier instead and give them your details so they can arrange everything.)

We promote a fuel supplier called EBICo, a not-for-profit company who do not charge for using pre-payment meters.

EBICo also supply electricity. Phone them on 0800 458 7689 if you want to become a new customer and let them know you are a tenant or leaseholder of Solihull Community Housing.

Gas servicing

If you are our tenant, by law we must carry out safety checks on gas appliances we are responsible for. We guarantee qualified engineers will service your gas central heating systems and appliances (such as boilers and fires) by appointment once a year.

Faulty appliances can be dangerous and if you do not have appliances serviced every year, you may be putting your life and your neighbours' lives at risk.

The service should take between 30 and 45 minutes.

- Under the terms of your tenancy agreement you must let our contractor into your home to do the service.
- Dodd Group will write to you with an appointment date and time, giving you at least seven days' notice.
- If you cannot make your appointment call Dodd Group on 0800 954 6978/0121 717 1466 to rearrange it. Or email sch@doddgroup.com



Prize draw

Every month we hold a prize draw for £50 in shopping vouchers for tenants who keep their gas appointments. We will enter you in a prize draw if you:

- keep the appointment offered to you by letter

or

- respond to the letter by rearranging the appointment Dodd Group offered you without them having to write to you again.

Check identification

Our gas contractors will show you a photo identification card with their personal licence number, business registration number, the start and end date of the card and a security hologram.

On the back of the card you will find details of what work they are qualified to do.



Gas appliances that don't belong to us

Our service covers the gas appliances in your home that we own – normally your gas heating system, boiler and fire.

You may also have gas appliances that you own. During the gas service our gas contractor will look at your gas cookers (or any other appliance that doesn't belong to us), but will not service it.

If our contractor finds that any of the gas appliances you own are faulty, they will disconnect them. You will then have to replace them or hire a Gas Safe registered engineer to repair them. We won't allow you to carry on using gas appliances that are not safe.

Leaseholders

If you are a leaseholder, you are responsible for having your gas appliances serviced regularly. If you don't, you are putting your household and your neighbours in danger.

For leaseholders and new homeowners, we have a discount scheme with Dodd Group. You can get a gas service done more cheaply.

Dodd Group are on the Gas Safe Register, which means they are allowed by law to service gas appliances.

If you are interested in the discount scheme, please phone Dodd Group on 0800 954 6978/ 0121 717 1466.

Remember to tell them that you are a leaseholder of Solihull Community Housing. They will check with us that the property is leasehold, but we will not share any other information about you with them.

Any agreement you enter into will be between you and Dodd Group and not us.

Carbon monoxide

What can't you see, taste or smell but kills without warning?

Every year, about 14 people in the UK die from carbon monoxide poisoning caused by gas appliances and flues that have not been properly installed or maintained. Many others suffer ill health.

You can prevent this by having your gas appliances serviced once a year.

Carbon monoxide poisoning

- When gas doesn't burn properly it produces excess carbon monoxide and this is poisonous.
- You are particularly at risk from carbon monoxide poisoning when you are asleep because it can be difficult to recognise the early symptoms. These include tiredness, drowsiness, headaches, giddiness, nausea, vomiting, chest pains, breathlessness, stomach pains, erratic behaviour and problems seeing.
- The symptoms are similar to those of many common illnesses like flu.

Am I at risk?

You are at risk from carbon monoxide poisoning if:

- your appliances are not serviced regularly.
- your gas appliance wasn't installed properly.
- your appliance is not working properly.
- your air bricks, grilles or vents are blocked.
- your chimney or flue gets blocked up.
- you allow engineers who are not on the Gas Safe Register to install or service your appliances.
- you cover the appliances or restrict air

getting to them (for example, by drying towels on boilers).

Signs your appliances are leaking carbon monoxide

- Yellow or brown staining around or on appliances.
- Pilot lights that frequently blow out.
- Yellow rather than blue flame (apart from flueless fires.)
- Increased condensation inside windows.

If you think your appliance may be leaking carbon monoxide

- Switch off the appliance you think might be leaking carbon monoxide and don't use it again until you have had it checked and repaired, or replaced. Phone us on 0121 717 1515 and we will send Dodd Group to check the appliance.
- Open all doors and windows to ventilate the room the appliance is in. Do not sleep in the room.
- Make an urgent appointment with your doctor or visit an accident and emergency department. Tell the doctor you believe your symptoms may be related to carbon monoxide poisoning and ask him or her to take a blood or breath sample from you. Carbon monoxide quickly leaves the blood, so if you don't give your sample within four hours, the test results may not be accurate.

Gas safety and the law

Under the Gas Safety (Installation and Use) Regulations 1998:

- Anyone carrying out work on gas appliances or fittings as part of their business must be on the Gas Safe Register.
- You must not use any gas appliance or fitting that you know or suspect is not safe.
- Landlords are generally responsible for making sure that gas fittings and flues are maintained in good order.

The quality of service you can expect from us

- We want to give you the best service we can. To help us do this we have drawn up the service standards below. We are telling you the standards so that you know what quality of service you can expect.

- We will service gas systems in all our housing at least once a year.
- We carry out servicing in line with the Gas Safety Regulations 1998.
- Dodd Group will send a letter giving notice of an appointment to carry out gas servicing. This appointment will be for the morning or afternoon.
- Tenants can make appointments for gas servicing.

Servicing can be carried out at the following times:

- ◇ 8am to 5pm, Mondays to Fridays
- ◇ 8am to 12 noon on Saturdays

- Late evening appointments and Sunday appointments are also available.
- Tenants can make appointments for gas repairs. Dodd Group will do gas repairs between 8.30am and 5pm, Monday to Friday (and 8.30am and 8pm on Tuesday).
- If you phone us outside opening hours, Dodd Group will respond to your call.



Get in touch

Join us on social media:



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Solihull Community Housing

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