

Gas safety guide

Staying safe while using gas to cook or heat your home



We have your gas appliances serviced and checked each year.

This is a legal requirement and makes sure your gas-fired appliances are not at risk of harming you.

We will contact you to book an appointment when it is time for your next gas safety check. If you need to change your appointment please call the contractor directly. Their number will be on the appointment letter. If we can't access your home to complete a gas safety check you will be breaching your tenancy agreement and further action might be taken.

Tips for using gas safely

- Don't use a gas appliance if you think it isn't working properly
- Never cover or block the convection air vents
- Don't block or cover any outside flues
- Never sleep in the same room as a gas fire

Need help with your gas appliances?

If you have any questions about gas safety email hello@staffshousing.org.uk or call 01782 744533

If you're worried about your gas supply call NATIONAL GRID to report a leak on 0800 111 999. Just make sure you leave the area before using your mobile phone.



You might need to get in touch with us before you install gas appliances...

You'll need our permission if you're thinking about installing a gas fire. Once agreed you'll need a Gas Safe registered engineer to install the fire and will need to send us a copy of the safety certificate issued. You don't need our permission to fit a gas cooker, but you must get a Gas Safe registered engineer to carry out the work.

If you're not sure if your home has gas appliances...

Your Housing Officer will explain which appliances are gas when you move in. The gas is always turned off when a home has been empty so you'll need to call our Customer Services Team on 01782 744533 to arrange for the gas to be uncapped.

If you smell gas follow these steps immediately

- Put out all naked flames and cigarettes
- Turn off the gas supply - in most homes or properties the gas lever is next to the gas meter
- Do not switch on any appliances, lights, door bells or mobile phones
- Open all doors and windows and keep them open until the leak is stopped
- Check to see if your gas tap, fire or cooker has been turned on accidentally
- Check to see if any pilot lights have gone out. This is usually your boiler or cooker (if it is gas)
- Leave the property and calmly tell your neighbours about the problem

Email: hello@staffshousing.org.uk

Call: 01782 744533

www.staffshousing.org.uk

Staffs Housing, 308 London Road, Stoke-on-Trent, ST4 5AB
We're open from 8.30 - 5.30 Monday to Friday.

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