

Contacting us

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woodchurchhousing@wphomes.org.uk

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rockferryhousing@wphomes.org.uk

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Alternative language

إذا لم تكن اللغة الإنجليزية لغتك الأولى وتحتاج إلى المساعدة في ترجمة هذا المستند أو كنت تطلبه بتنسيق مختلف، أو بحروف طباعة كبيرة، أو صوتيًا أو بطريقة برايل، فيرجى الاتصال هاتفياً بالرقم **0151 606 3000**.

ইংরেজি যদি আপনার মাতৃভাষা না হয় এবং এই ডকুমেন্ট অনুবাদের জন্য আপনার সাহায্য দরকার হয় অথবা এটাকে আপনি অন্য কোনো ফরম্যাটে, বড় হরফের ছাপায়, অডিও বা ব্রেইলে পেতে চান, তাহলে অনুগ্রহ করে **0151 606 3000** নম্বরে ফোন করুন।

如果英語不是您的第一語言，而您需要這份文件翻譯版的協助，或您需要不同的格式，大字體印刷版，錄音版或盲人點字版，請撥電話 0151 606 3000 洽詢。

यदि अंग्रेजी आपकी प्रथम भाषा नहीं है और आपको इस दस्तावेज के भाषांतरण में मदद चाहिए या आपको यह किसी अन्य फॉर्मेट में, बड़े अक्षरों में, अलग रूप में या ब्रेल में चाहिए, तो कृपया इस नंबर पर फोन कीजिए: 0151 606 3000.

Jeśli język angielski nie jest dla Państwa językiem ojczystym i potrzebują Państwo pomocy z przetłumaczeniem tego dokumentu, albo też chcą otrzymać go w innym formacie, większą czcionką, w wersji audio lub napisany językiem Braille'a, prosimy o kontakt pod numerem telefonu 0151 606 3000.

ਜੇ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਤੁਸੀਂ ਇਸਨੂੰ ਕਿਸੇ ਵੱਖਰੇ ਰੂਪ/ਤਰ, ਵੱਡੇ ਅੱਖਰਾਂ, ਆਡੀਓ ਜਾਂ ਬ੍ਰੇਲ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0151 606 3000 'ਤੇ ਫੋਨ ਕਰੋ।

Haddii Ingiriiska uusan ahayn luqaddaada koowaad iyo aad uu baahan tahay in lagugu caawiyo turjubaanka dokumentigaan ama aad ku rabto qaab kale, Daabacad Far Waa-weyn, dhegaysi ama farta indhoolaha Braille fadlan soo wac 0151 606 3000.

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو اس دستاویز کے ترجمے میں مدد کی ضرورت ہے یا آپ کو یہ کسی دوسری شکل جیسے چھاپے کے بڑے حروف، آڈیو یا بریل میں چاہیے تو مہربانی فرما کر **0151 606 3000** پر ٹیلیفون کریں۔

Gas safety



WPH



If you need this leaflet in large print, Braille, audio or a different language call **0151 606 3000**



Gas safety



Every year around 30 people die from carbon monoxide poisoning caused by gas appliances and flues that haven't been properly installed or maintained. You can't see carbon monoxide. You can't even smell it. But it can kill without warning in a few hours.

Make sure your home is safe by allowing us to carry out your annual gas-safety check.



Our responsibilities

As your landlord we have a responsibility to:

- make sure your gas appliances and pipe work are well maintained and safety-checked annually
- ensure all gas engineers are correctly trained, qualified and CORGI registered
- ensure we give all our tenants a record of the gas-safety check.



If you have any gas appliances of your own we will carry out a safety check but you are responsible for any repairs to them.

Your responsibilities

As our tenant, it is your responsibility to:

- allow contractors into your home to carry out safety checks and maintenance on gas appliances and gas pipework
- always keep appointments for your gas-safety inspection
- report gas leaks and turn off your gas supply at the mains
- not use gas appliances that you think may be unsafe
- not paint the casing of your gas fire
- not block any ventilation needed for gas appliances
- not sleep in the lounge of your property if it has an open-flue gas appliance, such as a fire and back boiler
- use only CORGI-registered contractors to install and service your own appliances. Call CORGI on 01256 372300 or visit www.corgi-group.com for further information.

Q. When are gas-safety checks carried out?

We will carry out a gas-safety check inspection every year in your home.

Q. How will you arrange my gas-safety inspection?

We will write to you to let you know when your inspection is due. We will offer you a morning or afternoon appointment from Monday to Friday. If you are unavailable during these times, we can offer an evening or Saturday morning appointment if you ask for this.

Q. What will happen if I don't allow contractors into my home to carry out the gas-safety inspection?

By law we must check your gas appliances every year. If you don't let us do this we will start legal action. We will reclaim from you any court costs we have to pay.

Q. What if my home doesn't have any gas appliances?

Even if your home has no gas appliances, we are required by law to inspect your property and provide a Landlord's Gas Safety Certificate.

If you suspect you have a gas leak in your home:

- Contact Emergency Services National Grid freephone on 0800 111 999.
 - Do not smoke or strike any matches.
 - Turn off the gas meter at the control valve.
 - Do not turn electrical switches on or off as they cause sparks.
 - Do not use any phone at your home to report the gas leak.
 - Put out any naked flames.
 - Open any doors or windows to ventilate the room.
 - Keep people away from the affected area.
 - Contact our Response Centre - contact details are in this leaflet.
- If you need to contact the Gas Safety Team telephone 0151 606 3100.