

Gas safety checks



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By law, we must carry out an annual gas safety check on every gas appliance we have provided in your home, even if you do not use them.

These free checks safeguard you and your family against potentially life threatening emergencies such as a carbon monoxide leak or an explosion from a faulty appliance.

Your gas safety check can also help you to save money by making sure your gas appliances are working efficiently and using less energy.

The importance of gas safety checks

The law says that we must inspect any gas appliances in your home every 12 months to keep you, your family, and your neighbours safe.

It is also a condition of your tenancy agreement that you allow us access to your home to check that your gas appliances are working safely.

Your gas safety check appointment

If your gas safety certificate is more than 10 months old, we will contact you to arrange a gas safety check at your home with one of our Gas Safe registered engineers.

You can also check when your gas safety check is due by logging into your online tenant account at www.progressgroup.org.uk

We will send you an appointment letter five working days before the appointment date.

We will also issue a text message the day before your appointment, so please ensure we always have your up-to-date contact details.

Your gas safety check is free of charge and could save your life.

Changing your appointment

If the date or time we arrange is not convenient, please call us on 0333 320 4555 as soon as possible to reschedule the visit.

Your gas safety check will take about an hour and we normally offer appointments between 8am and 3.30pm, Monday to Friday.

If you are unable to give us access to your property during these times or you have specific needs, please get in touch with us as soon as possible so we can arrange a more convenient appointment.

Access to your home

Failure to allow us access to your home to complete the gas safety check is dangerous for you, your family, and your neighbours.

Your tenancy agreement says you must let us into your home for these checks.

If you have refused us entry into your home by the third arranged appointment, we'll apply to the court for an injunction so we can enter your home to inspect any gas appliances and keep you safe.

We always aim to avoid legal action unless absolutely necessary but we will not hesitate to take action where our tenants' and their neighbours' health and safety is at risk.

Legal action can result in costs of up to £1,500 and we will look to recover these costs directly from you.

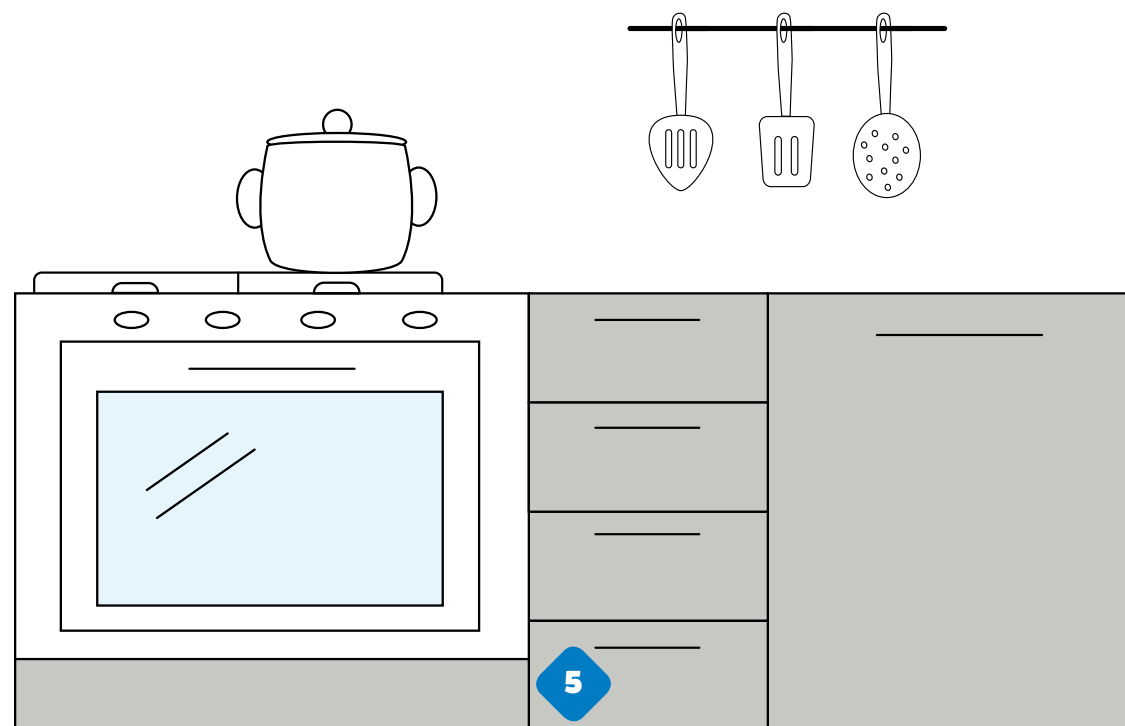
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Your gas safety check

During the safety check, we will service and repair all of our gas appliances and complete a visual inspection of any appliances that you own, such as your cooker. This will help you to arrange any necessary repairs.

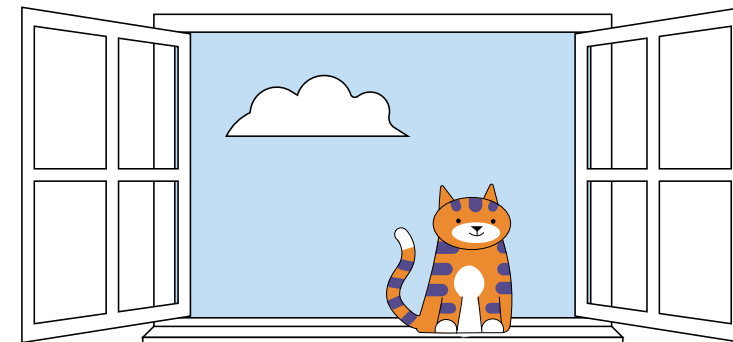
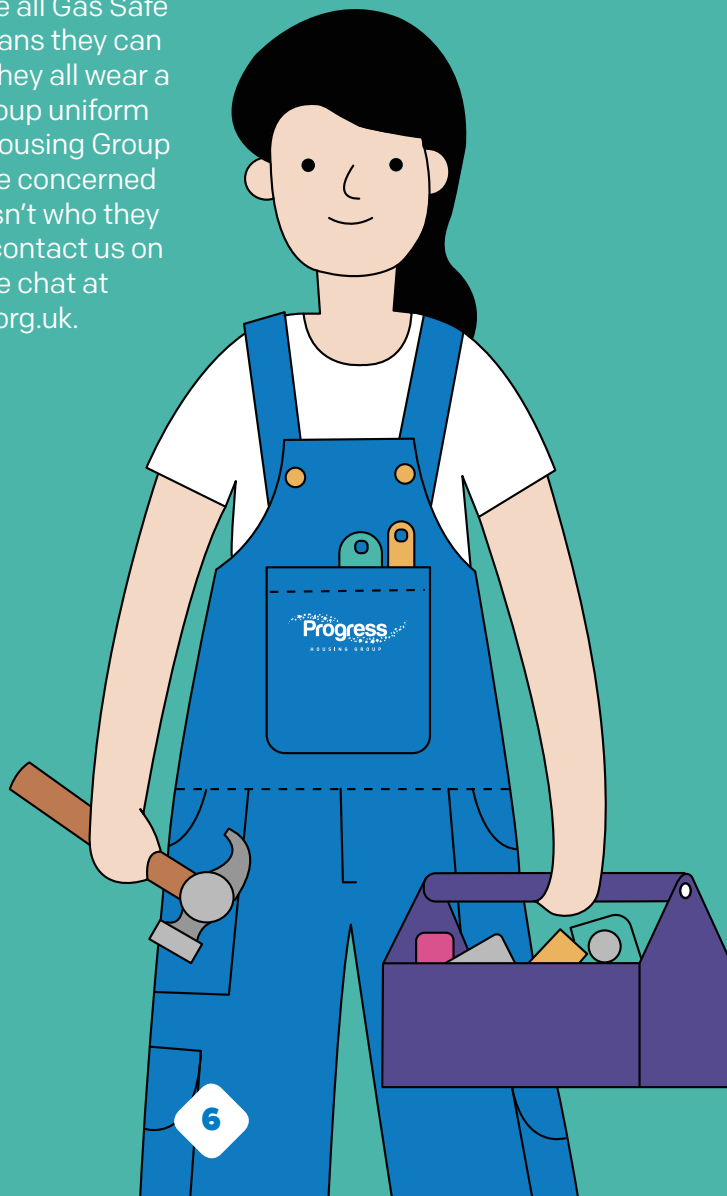
We are still required by law to check your home every 12 months, even if the last safety check showed that there were no gas appliances or a gas supply to your home.

Whilst on-site, we will also test your hard-wired smoke detector and carbon monoxide (CO) alarm - we will fit one if you do not have one. You are responsible for regularly checking that they are still working; we suggest you test them weekly. If an alarm or detector stops working, please contact us.



Making sure a gas engineer is from Progress Housing Group

Our gas engineers are all Gas Safe registered, which means they can do gas work legally. They all wear a Progress Housing Group uniform and carry Progress Housing Group identification. If you're concerned that a gas engineer isn't who they say they are, please contact us on 0333 320 4555 or live chat at www.progressgroup.org.uk.



Gas leaks

If you smell gas inside your home, you should do the following:

- **Immediately** turn off the gas at the meter
- **Do not** turn any electrical switches on or off. They can cause a spark which in turn could cause an explosion if there is a gas leak
- **Do not** use your phone indoors, as it could cause a spark
- **Do not** smoke or use a naked flame
- Open all doors and windows
- Check to see if you have left any gas appliance on or if a pilot light has gone out

- Go outside the property and call the National Gas Emergency Service's 24-hour helpline on 0800 111 999.

Ensure that someone is available when the emergency gas service engineer arrives to let them into your home.

When you report a gas leak to the National Gas Emergency Service, you will need to inform us as soon as they have visited and made it safe by telephoning us at 0333 320 4555. We will then attend to any repairs required within 24 hours of this call.

Carbon monoxide poisoning

Carbon monoxide is a dangerous gas that can cause serious illness or even kill without warning, as you cannot see, smell or taste it. You are most at risk when you are asleep or you might not realise what is happening until it is too late.

Carbon monoxide poisoning due to faulty gas appliances kills over 60 people in the UK each year. These deaths could have been avoided if all gas appliances had been checked and serviced every 12 months.

Common symptoms of carbon monoxide poisoning include tiredness, headaches, stomach pains, chest pains, nausea, vomiting, erratic behaviour, drowsiness and breathlessness.

If you are worried about the safety of any gas equipment, you should turn it off and leave it off until you have had it checked by a registered gas engineer.

**You cannot see it.
You cannot smell it.
You cannot taste it.
But it can kill in
20 minutes.**

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Keeping safe

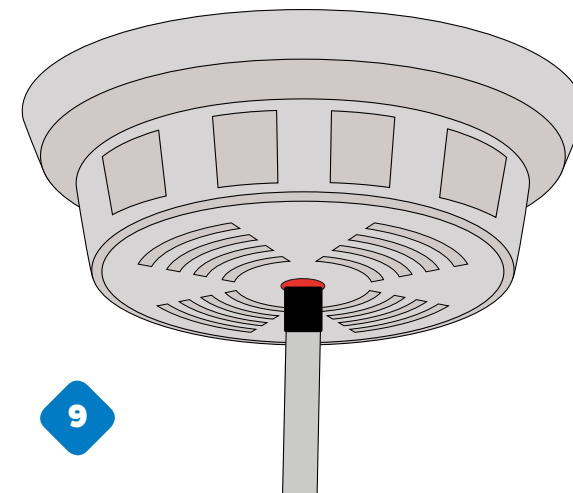
There are steps that you can take to keep everyone in your home and neighbourhood safe.

Make sure:

- Any gas appliances are properly installed by a Gas Safe registered engineer and they are checked for safety or maintained within the last 12 months
- There is enough fresh air in the room
- That your chimney or flue is not restricted or blocked
- You test your smoke detector and carbon monoxide (CO) alarm regularly - contact us immediately if they stop working

- Your gas appliances are working correctly. Lookout for danger signs such as:
 - Yellow or brown staining/soot deposits on or around appliances
 - Pilot lights that often blow out
 - Increased condensation inside windows
 - Yellow flame rather than blue.

If you are worried about the safety of any gas appliance, you should turn it off and leave it off until you have had it checked by a registered gas engineer. You can find or check a Gas Safe engineer at www.gassaferegister.co.uk



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Gas safety checks

Our commitment to you

We will:

- Employ fully qualified Gas Safe registered engineers who will show you their identification card when they visit your home
- Protect the area around the appliance we are working on using dust sheets, etc.
- Service all the gas appliances we own (for example, central-heating boilers and gas fires) to the manufacturer's recommendations and legal requirements.



Your responsibilities

We need you to:

- Contact us to rearrange your gas safety check as soon as possible if you cannot make the scheduled appointment
- Allow our Gas Safe registered engineers into your home to carry out the gas safety check on any appliances and flues we have provided. This is for your safety, and if you do not co-operate, we will take legal action
- Ensure that you have credit available if you have a pre-payment meter, so there is sufficient gas and electricity to carry out the safety check
- Ensure that the engineer has unobstructed access to the gas meter and all gas appliances
- Arrange for any gas appliances such as cookers and fires that you own and that we have not supplied to be installed and checked annually by a Gas Safe registered engineer. You can find a Gas Safe engineer at www.gassaferegister.co.uk



SCAN HERE

to watch
our video



Get in touch

The quickest and most convenient way to get in touch is online at www.progressgroup.org.uk by:

- Logging into your online tenant account
- Emailing us
- Live chat - our team is usually online from 8am - 5pm, Monday - Friday

In an emergency, phone
0333 320 4555.

Report or track a repair or check your rent balance

You can pay your rent, check your rent balance and report or track a non-emergency repair online 24/7.

Log in or sign up for your online tenant account at www.progressgroup.org.uk

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Sumner House
21 King Street
Leyland
PR25 2LW

www.progressgroup.org.uk,
Monday to Friday, 8am to 6pm
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0333 320 4555



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Complaints and compliments

Your feedback is very important to us and helps us to improve our services. If you want to tell us that we have been doing something well or are unhappy about something, please tell us using the contact details on the left.

Our Complaints Policy and process follow the standards set out in the Housing Ombudsmen's Complaint Handling Code. You can read more on our website or let us know if you would like a leaflet.

Do you need this information in another format or language?

Please let us know. Visit www.progressgroup.org.uk/access

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