

Rykneid 
HOMES
at the heart of communities



Gas Servicing and Safety

A close-up photograph of a gas burner with a blue flame. The burner is black and circular, and the flame is bright blue and flickering. The background is dark, making the flame stand out.

A guide for customers

Making sure that gas appliances in your home are safe could save your life. An unsafe boiler, cooker or heater could cause a fire, explosion or carbon monoxide poisoning.

The law says we must regularly maintain the gas appliances we

provide to customers, to ensure they are safe.

This leaflet contains useful information and phone numbers to call if your boiler breaks down, there is an emergency or you require further information regarding gas safety.

What to do if you smell gas

If you smell gas or suspect a gas escape in your property, immediately:

- Turn off the gas supply at the meter
- Open doors and windows to ventilate the area
- DO NOT use electrical switches, naked flames (such as matches or lighters) or use mobile phones in the area
- Phone National Grid Emergency on 0800 111 999
- Phone our Emergency Repairs Line on freephone 08000 121 621.

ALWAYS check identification badges before allowing anyone to carry out work in your home. Call us to verify the identity of Rykneld Homes staff.



Why your gas appliances need servicing

By law we must carry out annual gas safety checks of all gas appliances and the associated pipework in your home. This is to ensure your gas appliances are working safely and correctly for your safety and that of your neighbours.

What the annual Gas Appliance Service involves

We operate an annual programme of visits to all properties with gas appliances and/or pipework to check they are safe to use. **We only use Gas Safe Registered Engineers** to carry out servicing, checks and repairs. We will service and maintain all gas appliances installed by Rykneld Homes and in addition check all gas pipework to make sure there are no leaks.



The Engineer will:

- Check for gas leaks on appliances e.g. fires and boilers and pipework
- Clean the internal parts of the appliances we have installed and check and adjust the gas pressure of the appliances where necessary
- Check that flues are not blocked and are working correctly.

The service should take no longer than an hour unless a problem is identified. If this affects your safety, the Engineer will make the appliance safe.

If you have a gas cooker this will be inspected but not serviced. We will give you a record to say that your appliances are safe.

What if I can't be at home for my appointment?

We will notify you of your appointment in writing at least two weeks in advance. If this appointment is not convenient, you can phone our Gas Compliance Team using the number on your appointment letter or call us on 01246 217670. We will be able to arrange another appointment for you.

Appointments are available:

Mondays 8.00am until 5.45pm

Tuesdays 8.00am until 5.45pm

Wednesdays 8.00am until 5.45pm

Thursdays 8.00am until 5.45pm

Fridays 8.00am until 3.30pm

Saturdays - available upon request



If you do not allow us access to your home to carry out these checks

If you do not allow our Engineer access to your home you are breaching your Tenancy Agreement and putting the safety of you, your family and your neighbours at risk.

If you persistently refuse access, we may have to take legal action which could result in you losing your home or going to prison.

We will make several attempts to carry out the service but if we are still unable to gain access, we will inform you in writing that we will be taking legal proceedings to gain access to your home. We can apply for a Warrant from the Magistrates Court. A Warrant will allow us to enter your home; we will change the locks and leave your home safe. We may charge you for the costs of this. These costs can add up to several hundred pounds per property.



Your Responsibilities

As a Rykneld Homes customer, your responsibilities are:

- To allow our Engineer entry into your home to carry out the gas safety checks each year and any necessary repairs
- To keep any appointment for servicing or repairs, or to let us know if an appointment is not convenient to you. You can let us know by calling 01246 217670 and we will be happy to rearrange the appointment
- To obtain written permission from us before replacing a gas appliance in your home. We will require information about the appliance and the firm that will fit it. This is to make sure that the appliance meets current standards and that the fitters are Gas Safe Registered
- You must not use a room which contains an open-flued gas appliance (for example a gas fire and back boiler) as a bedroom either temporarily or permanently. Please speak to your Housing and Support Officer or call us on 01246 217670 for advice.

Carrying out work to a Gas Appliance yourself

It is against the law to carry out work on a gas appliance or installation unless you are a qualified Engineer and Gas Safe Registered. It is also an offence to use a gas appliance that you know is unsafe.

We may charge you the cost of putting right any work that has not been carried out by a Gas Safe Registered Engineer.

Our Responsibilities

We are committed to keeping everyone living in our homes safe. To achieve this, we have the following responsibilities:

- To maintain all gas appliances and flues in our homes through repairs and annual servicing. If you have installed a gas appliance without getting our permission first, we will need to inspect the installation to see that it conforms to current gas regulations and manufacturer instructions. You may be charged to put right any work that does not meet these requirements
- To check all flues and chimneys during the servicing, along with all gas pipework in your home (we are not responsible for maintaining your gas cooker, if you have one)
- To provide a record of the gas safety checks. This confirms that the gas installation and appliances have been checked and will tell you when the next service is due
- All Engineers carrying out this work will be Gas Safe Registered.

What if your gas appliance hasn't been serviced?

If we have not serviced your gas appliances in the last 12 months, please contact our Gas Compliance Team on 01246 217670 who will be able to book an appointment for you.

The Health & Safety Executive can take action against landlords who fail to carry out their legal duties through gas safety regulation enforcement.

The Silent Killer

Carbon Monoxide

Symptoms of Carbon Monoxide poisoning include tiredness, headaches, nausea (feeling sick), drowsiness, becoming increasingly erratic and feeling light-headed.

If you or any member of your family experiences any of these symptoms or if you think there is a Carbon Monoxide build up in your home, you should:

- Switch off gas appliances immediately
- Open windows and doors
- Phone the National Grid Emergency on 0800 111 999
- Call the Rykneld Homes Emergency Repairs Line on 08000 121 621.

You are at greater risk of carbon monoxide poisoning if:

- Your gas appliance was poorly installed
- Your appliance is not working properly
- Your appliance has not received an annual service
- There is not enough fresh air in the room or ventilation is blocked
- Your chimney or flue is blocked
- You allow an Engineer who is not Gas Safe Registered to install or maintain your appliance(s).

Although Carbon Monoxide is difficult to detect, the danger signs you should look out for are:

- Yellow staining around or on your appliance(s)
- Pilot light which keeps going out for no apparent reason
- Appliance burning with a yellow/orange flame (this should be blue if working correctly).

It is very important you let our Engineers service your appliances each year. They will make sure appliances work properly and that flues and ventilation aren't blocked.

What if I am not happy?

If you are not happy with any aspect of our service, please contact us using one of the following methods:



Complete the form on our website
www.rykneldhomes.org.uk



Call us Monday - Friday from 8am until 4pm
01246 217670



Send us an email
contactus@rykneldhomes.org.uk



Visit our Facebook page:
[@RykneldHomes](https://www.facebook.com/RykneldHomes)



Visit our Twitter page:
[@Rykneld_Homes](https://twitter.com/Rykneld_Homes)



Write to us:
Rykneld Homes Ltd, Pioneer House, Mill Lane, Wingerworth,
Chesterfield S42 6NG

Useful Numbers

Rykneld Homes - Emergency Repairs Freephone Line 08000 121 621

Health & Safety Executive - Information about keeping your gas appliances safe -
0800 300 363 - Website www.hse.gov.uk/gas/domestic

Gas Safe Register - Check if an Engineer is on the Gas Safe Register
0800 408 5500 - Website www.gassaferegister.co.uk

National Grid Emergencies - 0800 111 999

Solid Fuel Association - Information on solid fuel for domestic consumers
01773 835400 - Website www.solidfuel.co.uk

NO ENGLISH? NO PROBLEM

If you require this publication
in large print or braille
please call us on

01246 217670

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Język polski

W Rykneld Homes zależy nam na dostarczaniu doskonałej jakości usług naszym lokatorom, dzierżawcom i mieszkańcom. Aby porozmawiać z nami po polsku zadzwoń pod numer

01482 971724



For all other languages

01246 217670

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Rykneld Homes

Pioneer House

Mill Lane

Wingerworth

Chesterfield

S42 6NG

Email: contactus@rykneldhomes.org.uk

Website: www.rykneldhomes.org.uk