



A GUIDE TO...  
**Annual Safety Checks &  
Service Programme**

TRANSFORMING HOMES, LIVES AND NEIGHBOURHOODS



## Our responsibility

Trent & Dove Housing is legally required under the Health & Safety at Work etc. Act and the Gas Safety (Installation and Use) Regulations, to undertake an annual safety check and perform routine maintenance to certain items of equipment installed within its dwellings to ensure the safety of tenants and the general public.

*It is very important that you allow the contractors access to your home to carry out the following:*

**Safety Check and Service of ALL Smoke Alarms;**

**Safety Checks of the Gas Installation & ALL Gas Appliances;**

**Annual Service of Gas Appliances (that Trent & Dove Housing have responsibility for);**

**Safety Check and Service of ALL Solid Fuel Appliances;**

**Sweeping and Checking Associated Chimneys or Flue Systems.**

### **What happens if I refuse the contractor access for these safety checks?**

It is a breach of your tenancy to refuse the contractor access into your property and you may lose your home if you do so. We can pursue legal action, via the courts to seek an injunction to gain access for the works to be completed. Failure to comply with the injunction may lead to your arrest. Ultimately we may apply to the courts for a possession order which, if granted, would mean that you would lose your home.

### **Smoke Alarms**

Smoke alarms are early warning devices, they sense the smoke from a potential fire and sound the alarm. This will ensure people have a warning period to leave their homes safely and be able to alert the emergency services.

All Trent & Dove Housing homes will have a smoke alarm fitted. When you move into your property if you find you DO NOT have a smoke alarm fitted or you feel it is damaged in any way please let us know IMMEDIATELY.





## How can you maintain your smoke alarm?

We carry out an “Annual Safety Check and Service” of all smoke alarms, however, to ensure your smoke alarm is working effectively there are certain simple measures you must carry out.

These are:

**DO** Test the smoke alarm at least once a week by depressing the ‘test’ button until the alarm sounds;

**DO** Check the ‘Mains Power’ light is lit (this is usually a green light);

**DO** Clean the smoke alarm regularly around the casing with the narrow nozzle attachment of a vacuum cleaner;

**DO** Regularly wipe the cover with a dry cloth and remove dust, cobwebs, and insects from the sides and cover slots where the smoke enters;

**DO NOT** use spray cleaners or detergents when cleaning the smoke alarm.

If your smoke alarm is not working please inform us IMMEDIATELY.

Remember if the smoke alarm goes off and you have not

pressed the ‘test’ button it has sensed smoke in the air.

This requires your immediate action, as it is warning you of a possible fire.

## Gas Installation / Appliances

We carry out an ‘Annual Safety Check’ of ALL gas appliances, associated flues and ‘Service’ any gas appliances for which we are responsible.

You may have additional questions in relation to the gas installation / appliances in your home. Some of the most common questions are answered below;

## What happens if you can SMELL GAS OR FUMES at any time or feel unusually faint or have headaches when using a GAS APPLIANCE?

If you think you can smell gas or fumes or have any of the symptoms above at any time of the day or night immediately:

**TURN OFF** the gas supply at the emergency valve normally adjacent to your gas meter (except where this valve is in a cellar, basement or confined space where there is also a

smell, in these circumstances DO NOT enter but vacate the premises).

**TURN OFF** all appliances suspected of having a gas escape / emitting fumes;

**OPEN** all doors and windows to ventilate the property;

**DO NOT** turn electrical switches / appliances on or off;

**DO NOT** smoke, use naked flames, mobile phones or other possible means of ignition;

**DO NOT** use door entry systems to allow access to the property, open the door manually;

**DO NOT** turn on the gas supply until checked by a Gas Safe Registered Person.

**CALL THE NATIONAL GRID GAS ESCAPE EMERGENCY FREE PHONE NUMBER:**

**0800 111 999**

Once you have dialled the Gas Emergency Service they will immediately send a suitably trained gas operative to either rectify the problem or make the gas supply safe. You will NOT be charged for this visit.



### **What happens if the Gas Emergency Service disconnects me?**

Should the Gas Emergency Services operative disconnect or turn off your gas supply and / or any appliances please contact your Area Office and it will be arranged for a contractor to carry out any remedial works to rectify this problem.

### **Can I supply and fit my own gas appliances?**

For tenants who live in flats and other such multi occupancy dwellings, NEWLY bought cookers must be of an approved type to be installed within these types of properties.

You will require written permission from the Project Manager Gas to fit any gas appliance, with the exception of your gas cooker.

You may supply and fit your own gas cooker but it must be installed by a Gas Safe Registered operative and you will need to supply the Project Manager Gas with a copy of a suitably completed 'Gas Safety Certificate'. You should have your cooker serviced in accordance with the manufacturer's instructions and should be aware that you will be responsible for any maintenance costs in relation to the cooker, as you would with other appliances, such as your TV.

### **SECOND HAND GAS APPLIANCES MUST NOT BE INSTALLED.**

The history of these cannot be determined, therefore, they could be and very often are UNSAFE!!!

### **Liquefied Petroleum Gas (LPG)**

#### **Mobile Appliances and Cylinders**

Tenants shall not use ANY LPG mobile appliances within their home, for example a Cabinet Heater, Super-Ser or a 'Calor Gas' Heater.

Should you have other mobile LPG appliances designed for external leisure use, for example, BBQ's and patio heaters, these may be used outside providing the guidance instructions provided by the manufacturer are strictly adhered to.

Any LPG cylinders used for these 'Leisure Appliances' should be safely stored and used in accordance with the gas supplier's and manufacturer's instructions. Additional general safety advice is listed below and shall always be followed:



**DO** only store empty cylinders and store or use cylinders containing gas OUTSIDE in a safe and secure well-ventilated position in open air;

**DO** store or use cylinders in an upright position with the valve at the top of the cylinder. When not in use ensure the protective caps or plugs are in position;

**DO** ensure the storage or usage area is always at or above ground level, essentially flat and level, without any low unventilated cavities, and well away from any drains or gullies.

**DO** keep the number of cylinders stored or used to a minimum;

**DO NOT** store or use cylinders near to any sources of heat, sources of ignition, electrical equipment, vehicles, bonfires, BBQ's or quantities of combustible or ignitable material;

**DO NOT** store or use cylinders near to any corrosive, toxic or oxidant materials nor use chlorate based weed killers in the vicinity;

**DO NOT** store or use cylinders where they obstruct any means of access, passageways or emergency exits;

**DO NOT** smoke or have other means of ignition in the vicinity when changing cylinders and remember to TURN OFF the appliance first.

In the event of a fire, where LPG cylinders are on the premises.

**CALL THE FIRE SERVICE IMMEDIATELY VIA THE EMERGENCY NUMBER:**

**999**

Inform them that there are LPG cylinders on the premises.

If you have a GAS ESCAPE in relation to an LPG appliance, follow the actions relating to gas escapes previously described.

Please remember all of these mobile LPG appliances will require an annual safety check and service, as with any other gas appliance, it will be YOUR responsibility to ensure this is carried out.

### **Solid Fuel Appliances**

We carry out an Annual Safety Check and Service of any solid fuel appliances and will sweep the appropriate chimneys / flues TWICE a year.

In addition to this we would advise you to follow the guidance below for any solid fuel appliances:



**DO** have the chimney swept at least TWICE a year (Remember, Trent & Dove Housing sweep your chimneys / flues serving solid fuel appliances twice a year, continued use, however, may require the chimney to be swept more frequently);

**DO** remove and clean the throat plate 24 hours after the chimney has been swept, then 7 days later;

**DO** continue to remove and clean the throat plate each month if you have a room heater or stove;

**DO** Use the correct fuel as recommended by the manufacturer of the appliance and by the approved coal merchant;

**DO** Follow the manufacturer's instructions for operating, maintaining and cleaning the appliance;

**DO NOT** smother the fire bed entirely when refueling, otherwise this may lead to combustion problems;

**DO NOT** seal off room ventilators;

**DO NOT** leave an open fire unattended without a fireguard.

**What happens if you can smell fumes, feel unusually faint or have headaches when using your SOLID FUEL appliance?**

If you think you can smell fumes or have any of the symptoms above that could be in relation to a SOLID FUEL appliance, at any time of the day or night;

**OPEN** all doors and windows immediately to ventilate the property;

**DO** let the fire burn out;

**DO NOT** stay in the room any longer than necessary;

**DO NOT** re-light the appliance until it has been checked by a competent person;

**IMMEDIATELY CONTACT TRENT & DOVE HOUSING.**

Telephone:

**01283 528528**

(24 HOURS)

Once you have contacted us we will immediately send a suitably trained engineer to correct the problem or arrange for the appropriate works. You will NOT be charged for this visit.

If you are UNSURE whether the fumes are from a GAS APPLIANCE or a SOLID FUEL APPLIANCE

contact both the National Gas Emergency Call Centre and Trent & Dove Housing.



## Trent & Dove Housing's TOP Tips for Safety

- You MUST allow access every year to our engineers to safety check and service the smoke alarms, gas and solid fuel appliances / installations in your home to ensure they are safe, Please remember this is FOR YOUR SAFETY. If access is not obtained we will take legal action against you.
  - It is potentially dangerous and may be illegal to sleep in the same room as your gas fire or gas fire & back boiler. If there are medical reasons for this to occur please contact your Area Office who will refer the matter to the Maintenance Section for further advice.
  - Paddle fans or other ceiling fans must not be fitted in the same room as any gas appliance. These fans can affect how certain gas appliances operate and may result in FUMES and / or CARBON MONOXIDE entering the room, with potentially fatal consequences. Should you wish to install one of these fans in a room NOT containing a gas appliance you will require written permission from the Maintenance Services Manager.
  - Do not use any mobile LPG appliances and cylinders within your home, not only are they potentially dangerous to use, even if designed for use within a property, but they will produce excess moisture in the air that could leave you with condensation problems.
  - Regularly check and clean your smoke alarm, you never know when you may depend upon it.
  - DO NOT block any airbricks or air vents in your home, they may be providing fresh air to ensure the correct and safe operation of a gas or solid fuel appliance.
  - Only burn the CORRECT FUEL, on any solid fuel appliance and never too much at once. Remember you must also clean the 'Throat Plate' regularly, as required, on solid fuel appliances.
- IF IN DOUBT CONTACT YOUR AREA OFFICE FOR ADVICE.
- Please be patient though, not everyone knows everything about everything and the Area Office may have to seek expert advice from other people or sections to be able to give you the best advice possible.

If you would like information in another language or format, please ask us

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे - *Hindi*

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید - *Farsi*

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھیے۔ - *Urdu*

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać. - *Polish*

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکیایە داوامان لی بکه - *Kurdish*

## OTHER LEAFLETS AVAILABLE

How to Apply for a Garage

How to Deal with Anti-social behaviour or Nuisance

A Guide to Making Alterations & Improvements

How to Terminate your Tenancy

A Guide to Keeping Pets in your Home

A Guide to Aids and Adaptations in Your Home

How to Pay your Rent

A Guide to Making Compliments Comments & Complaints

A Guide to Reporting a Repair

Join Our Involvement Club

A Guide to Customer Standards

Welcome to Trent & Dove Housing

A Guide to Finding a Home

For more information on any aspect of our service,  
please contact Trent & Dove Housing at:

**Trinity Square, Horninglow Street,  
Burton upon Trent,  
Staffordshire, DE14 1BL.  
Tel: 01283 528528**

**Old Mill Building, Church Street,  
Uttoxeter, Staffordshire, ST14 8AG.  
Tel: 01889 561870**

**Or by email: [enquiries@trentanddove.org](mailto:enquiries@trentanddove.org)  
Typetalk telephone access also available**



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