

# Gas safety check.



## Frequently asked questions

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### Why do I need to have a gas safety check?

The Gas Safety (Installation and Use) Regulations 1998 and Amendment Regulations 2018 place a duty on the landlord (Onward) to ensure that all gas appliances, flues and associated pipework are maintained in a safe condition at all times.

### How will I know when my gas safety check is due?

We keep a log of all our properties, and you will receive a letter with an appointment. If this is not convenient, you can rearrange this as close to that date as possible by contacting our Customer Contact Centre, or emailing the contractor direct.

*(Please note: We now offer weekend and evening appointments for your convenience).*

### Why is it important that I keep my appointment?

A gas safety check is a legal obligation. Failure to allow access is a breach of your tenancy and, if necessary, legal action can be taken to gain access to the property. You will be recharged for any legal costs that we incur (in excess of £600).

### Which appliances are checked and how often?

Gas appliances must be checked every 12 months.

This includes gas appliances Onward has provided in the property. In many cases this will mean just the boiler, oven, and cooking hobs, though each property may be different.

Should you have a coal fire or wood burning stove we will install a carbon monoxide detector.

### Will personal gas appliances (those purchased by the customer) be checked during my appointment?

While it is not Onward's responsibility as the landlord to check any gas appliances the customer has brought into the property are gas safe. The engineer will check these for safety and pass them as "Safe to Use" or advise the best course of action, Immediately Dangerous (I.D.) will be acted on immediately for safety.

### How can I prepare for my Gas Safety Check?

Our registered contractors will ensure that your property and belongings are treated with respect.

- Please ensure that free access is available to the boiler and airing cupboard.
- During the visit children and pets should not enter the areas where the safety checks are being completed. An adult must be present if children are under the age of 16.



## How can I reduce the risk of carbon monoxide poisoning?

Carbon monoxide poisoning is caused by gas appliances that have not been properly installed or looked after

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You cannot see it, taste it, or even smell it. But it can kill without warning in just a matter of hours. There are also some steps that you can take to reduce the risk of carbon monoxide poisoning in your home:

- Always keep your gas safety check appointment
- Ensure that ventilation holes or air bricks are unblocked
- Do not use any room with an open fireplace or gas fire to sleep in
- Do not place portable gas heaters in hallways or corridors
- Only use portable barbeques outside
- Do not have a ceiling fan fitted in a room where a gas fire and/or gas boiler is present