Gas safety check.



Frequently asked questions

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 will my appointment be recorded?

During your appointment the operative will complete a Landlord Gas Safety Record. The document can look similar to this, however depending on your contractor the layout may differ slightly.



What information is recorded?

The record will include:

- Details of the engineer carrying out the check (including name, registration number and signature)
- The property address
- Details of the appliances and flues that have been checked (including location and dates checked)
- Any faults that were found and details of repairs made

Once we have completed the checks, we will provide a copy of the record to you within 28 days of your appointment. By law Onward will retain a record for at least two years. (New customers, will be provided with a copy in their sign-up pack)

I can smell gas - what should I do?

IF YOU THINK YOU CAN SMELL GAS; IT IS IMPORTANT THAT YOU FOLLOW THESE STEPS:

- Turn off the gas at the meter or the emergency control valve
- Put out all naked flames, including cigarettes.
- Open windows and doors to air the property
- Do not use any electrical appliances by turning them on or off. This includes doorbells, phones, and light switches
- Call the National Grid Helpline on Freephone 0800 111 999 they will talk you through their safety procedure and arrange for their engineer to visit within an hour.
- If your home has a door intercom system please open the door manually when the engineer arrives

The National Grid will ensure that the gas supply is safe, but they will not carry out any repairs. After their visit it is important that you phone Onward and report their findings.

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

