

Carbon monoxide

Carbon monoxide is a poisonous gas that has no colour, taste or smell and can occur when ventilation or flues to gas appliances become blocked. The symptoms are similar to those associated with flu or other viral infections, but if you have headaches, nausea, dizziness, tiredness, confusion, sickness or abdominal pain and suspect that your gas appliance, flue or ventilation may be the cause:

- contact our gas contractor on **01634 733488** and tell them that there may be a carbon monoxide leak;
- Seek medical advice from your doctor.

More information

Further advice can be found by contacting:

- **The Health and Safety Executive** gas safety advice line on **0800 300 363**;
- **Gas Safe** on **0800 4085 500** or via their website at www.gassaferegister.co.uk;
- **National Grid** on **0800 111 999**;
- **Gas Contract Services** on **01634 295515**.

Gas servicing

A warm, safe home



Who to contact



Customer First - support team: **01634 333601**.

Contractor: **01634 733488** (24 hours)

Out-of-hours: **01634 304400** (Medway Council)



Housing Services, Medway Council, Gun Wharf, Dock Road, Chatham, Kent ME4 4TR



Email: housing@medway.gov.uk

or for repairs cfhousing.repairs@medway.gov.uk

Website: www.medway.gov.uk/housing



Minicom: **01634 333111**

This information can be made available in other formats from **01634 333333**

If you have any questions about this leaflet and you want to speak to someone in your own language please phone **01634 335577**

বাংলা	331780	हिन्दी	331783	کوردی	331841	فارسی	331800
મુઘ	331781	ਪੰਜਾਬੀ	331784	ગુજરાતી	331786	Русский	332374
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Tenants

Medway Council is committed to complying with gas safety regulations and to provide warm and safe homes for our tenants. We are responsible for around 3,000 gas appliances and we only employ qualified contractors to service and repair these appliances in our properties.

You can help us to comply with the regulations and to ensure that we keep your homes warm and safe by doing the following:

- letting our engineers into your home to carry out an annual service and safety check each year;
- reporting any problems with gas appliances direct to our gas contractor on **01634 733488** or free phone on **0800 0730 300**;
- contacting National Grid immediately on **0800 111 999** if you suspect a gas leak;
- contacting our gas contractor if you have headaches, nausea, dizziness, tiredness, confusion, sickness or abdominal pain as these may be signs of carbon monoxide leaks;
- ensuring that if you buy new or second-hand gas appliances they are purchased from a reputable company and you use a Gas Safe registered engineer to carry out annual services on the appliances you own;
- not blocking any gas flues, ventilation or chimneys;
- not carrying out DIY on **any** gas appliances in your home (only Gas Safe registered and qualified engineers are allowed, by law, to work on gas appliances).

What we do

We are responsible for carrying out yearly servicing and safety checks on all gas appliances owned by us. We will also repair boilers, fires and central heating systems installed by us when they break down. This is carried out for free. If you have your own gas appliance then you are responsible for any repairs and servicing which should be carried out by a Gas Safe registered engineer. Gas Safe can be contacted on **0800 4085 500** or via its website www.gassaferegister.co.uk

We will:

- carry out an annual service and safety check of gas appliances owned by us by appointment with you;
- only employ Gas Safe registered engineers to work on our gas appliances;
- disconnect a gas appliance that is suspected to be unsafe or inadequately ventilated;
- repair gas boilers, fires or central heating systems owned by us when they break down;
- provide you with temporary heating if we cannot repair your appliance or system in the winter;
- keep records of our appliances including servicing information;
- provide you with a copy of the gas safety certificate after an appliance is serviced.

How we service gas appliances

We will contact you to let you know when an annual service is due and when we will call. If this is not convenient we will provide you with a contact number so that you can make an alternative appointment. We will make every effort to ensure that a suitable appointment is made, but we may have to take legal action to gain entry to carry out this work if we do not hear from you. Where this happens you will be charged for the costs of going to court.

We employ a specialist company, Gas Contract Services, to independently check that works to our gas appliances are being carried out safely and correctly.

Leaseholders

As a leaseholder you are responsible for ensuring that any gas appliances in your property are maintained. It is recommended that you have gas appliances checked annually. If you sub-let your property to tenants, you are legally required to carry out annual gas safety checks.

Medway Council has made arrangements with Mears, our Responsive Repairs Contractor, to offer gas servicing to leaseholders. Mears were chosen via a competitive process to ensure value for money. Mears will offer gas servicing to leaseholders, as a completely separate agreement from the council and the conditions of your leasehold agreement. Leaseholders would be expected to book an appointment with, and pay Mears directly, for gas appliances to be serviced; Medway Council would not be involved or act as an agent in this arrangement.

Gas safety advice

If you can smell gas:

DO

- put out any flames;
- turn off the gas;
- open windows;
- leave the house if it is safe for you to do so.
- phone National Grid on **0800 111 999**

DON'T

- smoke;
- switch any electrical items on or off.