

Gas is dangerous – look after yourself

Information about keeping you and your home safe from gas and carbon monoxide.

Accessibility statement

If you require this document in a different format or language, please email gasservices@hackney.gov.uk

We will consider your request and get back to you in the next five working days.

We want you to be safe

Every year, Hackney Council Housing Services will carry out a gas safety check in your home to ensure all your gas appliances are safe in your home and will not cause you danger.

We will:

- Send you a letter with an appointment to come and visit you.
- Service your boiler and any other gas appliances owned, and check and test the gas supply pipe work.
- Look at any gas appliances owned by you such as cookers and gas fires to make sure that they don't look dangerous.

You must give us access to carry out this check every year, otherwise you are putting yourself, your family and your neighbours at risk.

We will pay particular attention to your gas cooker as we find the most faults with these. If we find that the cooker is in an immediately dangerous condition we will ask your permission to disconnect it.

If you refuse then we legally have to inform Cadent that there is a dangerous appliance in the property and they will attend to disconnect.

Check your gas cooker

The gas cooker can be very dangerous if it is not looked after properly. Here are some simple things that you should avoid:

- Do not use foil on the cooker
- Do not use oversized pots & pans
- All flames must be blue.

If you see a yellow and/or orange flame, this is a sign that carbon monoxide may be in the air and is very dangerous.



Blue – Green: Safe



Orange: Unsafe

Can you smell gas? Act straight away

If you can smell gas and you suspect that there is a leak. You need to take immediate action.

You must:

1. Turn off the gas at your meter.
2. Open all doors and windows to allow ventilation.
3. Do not smoke or use a naked flame.
4. Do not use electrical switches on or off.
5. Do not operate the door controlled entry system from your flat.
6. Leave your home and telephone Cadent (gas) on **0800 111 999** giving them all the details.
7. Call the Repairs Contact Centre on **020 8356 3691**.

You must remain around the flat so that you can open the door for Cadent (gas) to attend. Failure to do this could result in Cadent (gas) carrying out a forced entry and the cost to replace the door will be charged to you.

Is your carbon monoxide detector alarm sounding?

If the carbon monoxide alarm in your home is going off, this could mean that there is carbon monoxide in the air and this could be very dangerous.

You must:

1. Turn off all gas appliances.
2. Turn off the gas at your meter.
3. Open all doors and windows to allow ventilation.
4. Telephone Cadent (gas) from outside your home on **0800 111 999** giving them all the details.
5. Report this to Hackney Council's Housing Services Repair Contact Centre so that a furnace investigation can be arranged.

Useful contact numbers

- Hackney Council's Housing Services Repairs Contact Centre:
020 8356 3691
- Cadent (gas):
0800 111 999
- Issues with damp and mould:
020 8356 3691

Need help understanding your benefits or claiming those you're entitled to? Contact the Council's Money Hub on **020 8356 3111**.

Answering your questions about gas

My gas meter is card operated – how do I check this?

1. Is there money on the gas card?
2. Check the screen on the meter. Are the words **ON** or **OFF** displayed? If **OFF**, turn off your appliances then reinsert the card.
3. Press the red button.
4. The screen will show to repress and **HOLD** the red button. The meter will bleep and make a whirring noise that will go off when charged to **ON**.

If **CALL HELP** appears on the screen, contact the telephone number on your gas card.

I have no gas?

Check that your main gas tap has not been turned off. If your gas meter becomes faulty you need to contact your gas supplier.

My boiler isn't working and I have no heat?

Check the timer programmer display to ensure that it is on. Your timer programmer is usually in the airing cupboard or near the boiler.

There is no display, what do I do?

Check that the electric isolation switch is switched on.

Where is the electric isolation switch?

The isolation switch is usually in the airing cupboard or near the boiler. See if the electric isolation switch is **OFF**. If it is, switch it **ON**. The electric isolation switch is on. Turn the programmer switch to continuous. Ensure that the room thermostat is turned to maximum to check the heating operation. The room thermostat is usually situated on the wall in the hall or living room approximately 1.5m from the floor. Wait for approximately 30 minutes, if you still have no heat call the Repairs Contact Centre on **020 8356 3691** to arrange an appointment for a gas engineer.

Why do I need to check water pressure?

The pressure gauge is normally near or on the boiler or in the airing cupboard. The black needle should be between 1 and 2 during normal operation.

It is important that during normal operation that you do not bleed any air out of the radiators as this will result in the pressure reducing, causing the boiler to become noisy and finally stop working. If the pressure gauge is either on **0** or goes up to **3 bar** then you need to call the Repairs Contact Centre on **020 8356 3691** to arrange an appointment for a gas engineer.