

Gas safety

If you smell gas **TAKE IMMEDIATE ACTION** and follow these simple steps:

- Put out all naked flames and cigarettes immediately
- Do not switch on any appliances, lights, door bells or mobile phones
- Open all doors and windows and keep them open until the escape is stopped
- Check to see if your gas tap, fire or cooker has been turned on accidentally
- Check to see if any pilot lights have gone out; this is usually your boiler or cooker (if it is gas)
- Turn off the gas supply – in most homes or properties the gas lever is next to the gas meter
- Leave the property if the escape continues and calmly tell your neighbours about the problem.

Phone **National Grid** to report the escape on 0800 111 999 - but make sure you leave the area before using your mobile phone. For more advice about gas leaks, what to do if you smell gas and how the gas emergency service works, go to the National Grid website www.nationalgrid.co.uk.

Other precautions

Never use a gas appliance if you think it is not working properly. Signs to look out for include yellow or orange flames (except for fuel effect fires which do display those colour flames), soot or stains around the appliance, and pilot lights that often blow out.

- **Never** cover an appliance or block the convection air vents
- **Never** block or obstruct any fixed ventilation grilles or air bricks
- Never block or cover outside flues
- Never sleep in the same room as a gas fire.

Carbon monoxide alarms are a useful precaution but do **NOT** regard them as a substitute for proper installation and maintenance of gas equipment by a Gas Safe registered installer. If you decide to buy a carbon monoxide alarm, ensure it meets current safety standards (BS 7860 or BS EN 50291) and carries the kite mark. If in doubt, ask a member of staff for advice. Always follow the manufacturer's fitting instructions.

Harvest Housing Group

Established in 1963, Harvest Housing Group is a not-for-profit housing group providing over 18,000 affordable, high-quality homes supported by comprehensive neighbourhood services. Our unique way of working delivers group-wide resources at a truly local level.

Our expertise means we have the experience to work with communities to deliver high-quality local services to a variety of people all with very different needs in a friendly and professional way.

Group members



Harvest
Parent body and service provider – strategic direction, corporate services, finance, business and service development and Harvest Response, our shared service centre.



Derwent & Solway Housing Association
Delivering affordable housing and neighbourhood services in Cumbria.



Eaves Brook
Delivering affordable housing, neighbourhood services and housing market renewal services in Lancashire.



Frontis
Developing NHS key worker, affordable and other new housing products across the country. Responsible for the housing and neighbourhood services in Warrington.



Manchester & District Housing Association
Delivering affordable housing and neighbourhood services and Private Finance Initiatives in Manchester, Greater Manchester and Cheshire.



Moorlands
Delivering affordable housing and neighbourhood services in Leek, Cheadle, Biddulph, High Peak and Cheshire.



Outlook Homes
Delivering management services for our own market rent and key worker housing and for other landlords, both commercial and residential services.



Partington Housing Association
Delivering affordable housing and neighbourhood services in Partington.

Harvest, Moorlands, M&D and D&S are charitable organisations.



Harvest Response

Winner of Customer Contact Association Award 2007 & 2008

Telephone: LoCall **0845 345 0272** – Minicom **0845 345 7484**

All calls are charged at a local rate. Incoming and outgoing calls are recorded for training, security and monitoring.

Opening times:
Monday to Friday 8am to 8pm. Saturday 9.30am to 1pm

Email: response@harvesthousing.org.uk

Write to us at: Harvest Response, PO Box 593, Preston PR2 2WU

Printed on recycled paper or paper from a sustainable source
Save Today to Save Tomorrow... **Reduce... Reuse... Recycle...**



The registered office for all Group members is:
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Fax: 0161 248 2401
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www.harvesthousing.org.uk

Turning homes and neighbourhoods
into places where people
want to live and choose to stay



Gas safety

You can't see it. You can't taste it. You can't even smell it.
But carbon monoxide can kill without warning in just a matter of hours.
Help us to keep you safe.



If you would like the help of an interpreter to understand this document, or to talk to us, please contact your local Neighbourhood Office or Harvest Response on LoCall 0845 345 0272 or Minicom 0845 345 7484.

This leaflet is also available in other formats, such as Braille, large print or audio (CD or tape).

French

Ce dépliant explique ce que vous devez faire concernant votre alimentation en gaz lorsque vous emménagez, et comment nous vous aidons à garantir votre sécurité grâce à nos contrôles de sécurité annuels. Il contient aussi des conseils utiles concernant la sécurité de l'installation de gaz.

Si vous souhaitez l'aide d'un interprète pour comprendre ce document, ou pour nous parler, veuillez contacter soit votre bureau de proximité (Neighbourhood Office) soit Harvest Response au 0845 345 0272 (prix d'un appel local) ou au 0845 345 7484 (pour les utilisateurs de Minicom).

Ce dépliant est également disponible dans d'autres formats notamment en braille, en gros caractères ou sur support audio (CD or cassette).

Russian

Эта листовка поясняет, какие меры вам необходимо предпринять относительно газа при переезде в дом, а также то, как наши ежегодные проверки газоснабжения способствуют вашей безопасности. Также даны советы по газовой безопасности.

Если вы нуждаетесь в помощи переводчика, чтобы понять текст настоящего документа или поговорить с нами, свяжитесь с ближайшим айонным представительством (Neighbourhood Office) или отделением Harvest Response по телефонам службы LoCall 0845 345 0272 или Minicom 0845 345 7484.

Данная листовка также доступна в других форматах – брайлевская печать, крупный шрифт или аудио-формат (CD-диск или кассета).

Punjabi

ਇਹ ਪਤ੍ਰਿਕਾ ਸਮਝਾਉਂਦੀ ਹੈ ਜਦੋਂ ਤੁਸੀਂ ਆਪਣੇ ਘਰ ਵਿੱਚ ਵਿਚਰਦੇ ਹੋ ਤਾਂ ਤੁਹਾਨੂੰ ਤੁਹਾਡੀ ਗੈਸ ਸਪਲਾਈ ਨਾਲ ਕੀ ਕਰਨਾ ਚਾਹੀਦਾ ਹੈ ਅਤੇ ਕਿਵੇਂ ਅਸੀਂ ਆਪਣੇ ਸਾਲਾਨਾ ਗੈਸ ਸੁਰੱਖਿਆ ਜਾਂਚ ਨਾਲ ਤੁਹਾਨੂੰ ਸੁਰੱਖਿਅਤ ਰੱਖਣ ਵਿੱਚ ਮਦਦਗਾਰ ਹੁੰਦੇ ਹਾਂ। ਇਸ ਵਿੱਚ ਗੈਸ ਸੁਰੱਖਿਆ ਤਰਕੀਬਾਂ ਵੀ ਹਨ।

ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਸਮਝਣ ਲਈ ਜਾਂ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ ਇਕ ਦੁਬਾਰੀਏ ਦੀ ਮਦਦ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੇ ਸਥਾਨਿਕ ਨੈਬਰਹੁੱਡ ਦਫਤਰ ਜਾਂ ਹਾਰਵੈਸਟ ਰਿਸਪਾਂਸ ਨਾਲ ਟੈਕਾਲ 0845 345 0272 ਜਾਂ ਮਿਨਿਕਾਮ 0845 345 7484 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

ਇਹ ਲੀਫਲੈਟ ਦੂਜੀਆਂ ਫ਼ਾਰਮੈਟਾਂ ਜਿਵੇਂ ਕ ਿ ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਦੀ ਛਪਾਈ ਜਾਂ ਆਡੀਓ (ਸੀਡੀ ਜਾਂ ਟੇਪ) ਵਿੱਚ ਵੀ ਉਪਲਬਧ ਹੈ।

Farsi

در این بروشور درباره کارهایی که باید بعد از نقل مکان به منزل خود درباره سیستم گاز دهید و کارهایی که ما با بررسی های سالانه گاز برای حفظ ایمنی شما انجام می دهیم توضیحاتی ارائه شده است. همچنین نکاتی درباره ایمنی گاز در این بروشور وجود دارد.

اگر شما می خواهید از یک مترجم برای فهمیدن این سند یا برای صحبت کردن با ما استفاده کنید، لطفاً با ما تماس بگیرید (Neighbourhood Office) یا با ما تماس بگیرید (Harvest Response) یا با ما تماس بگیرید (Minicom) 0845 345 0272 یا 0845 345 7484.

این بروشور همچنین در سایر فرمت ها مانند برایل، چاپ بزرگ یا روی کاسهت (CD یا کاسهت) در دسترس است.

Polish

Niniejsza ulotka objaśnia czynności związane z instalacją gazową, które trzeba wykonać wprowadzając się do domu oraz sposób, w jaki pomagamy utrzymać bezpieczeństwo wykonując coroczne przeglądy instalacji gazowej. Zawiera też zalecenia bezpieczeństwa dotyczące gazu.

Jeśli w celu zrozumienia niniejszego dokumentu lub kontaktu z naszą firmą chcieliby Państwo skorzystać z pomocy tłumacza, prosimy o kontakt z miejscowym Neighbourhood Office lub Harvest Response pod numerem LoCall 0845 345 0272 lub Minicom 0845 345 7484.

Niniejsza ulotka dostępna jest również w innych formatach, takich jak druk pismem Braille'a lub dużą czcionką, bądź format audio (na dysku CD lub taśmie magnetofonowej).

Gujarati

આ પત્રિકા તમે તમારા નવા ઘરમાં સ્થાનાંતર કરો ત્યારે તમારા ગેસ પૂરવઠા સાથે તમારે શું કરવું જરૂરી છે અને અમારા વાર્ષિક ગેસ સલામતિ તપાસો સાથે તમને સલામત અને કેવી રીતે રાખીએ તે વર્ણવે છે. ગેસ સલામતિના સૂચનો પણ હોય છે.

જો તમને આ દસ્તાવેજ સમજવામાં અથવા અમારી સાથે વાતચીત કરવામાં ઠંડરઠિટરની મદદ જોઈતી હોય તો, કૃપા કરી તમારી સ્થાનિક નેબરહુડ ઓફિસનો સંપર્ક કરો અથવા હારવેસ્ટ રિસ્પોન્સનો (Harvest Response) લોકોલ (LoCall) 0845 345 0272 ઉપર અથવા મિનિકોમ 0845 345 7484.

આ પત્રિકા બીજી રચનાઓમાં જેવીકે અંધવિધિ (બ્રેઇલ), મોટા છાપેલા અક્ષરોમાં અથવા ઓડિઓમાં (CD અથવા ટેપ) પણ મળી રહે છે.

Urdu

یہ کتابچہ آپ کو بتاتا ہے کہ جب آپ منتقل ہو کر اپنے گھر میں جائیں تو گیس کی سپلائی کے ضمن میں آپ کو کیا کرنا ہوتا ہے اور گیس کے تحفظ کی اپنی سالانہ جانچ پڑتال کی مدد سے ہم آپ کو کس طرح محفوظ رکھتے ہیں۔ اس میں گیس کے تحفظ سے متعلق اہم نکات بھی ہیں۔

اس دستاویز کو سمجھنے یا اس سے بات کرنے کے لیے اگر آپ کوترجمان (انٹریپر) کی ضرورت ہو تو براہ مہربانی اپنے مقامی 'ہارویسٹ ریسپانس' سے لوکال نمبر 0845 345 0272 یا مینیکام نمبر 0845 345 7484 پر رابطہ کریں۔

یہ کتابچہ دیگر شکلوں میں بھی دستیاب ہے، بڑے حروف میں، بڑے حروف کی چھاپی، یا سنسنے والی ٹیپ یا ڈی وی پی۔

Moving into your new home

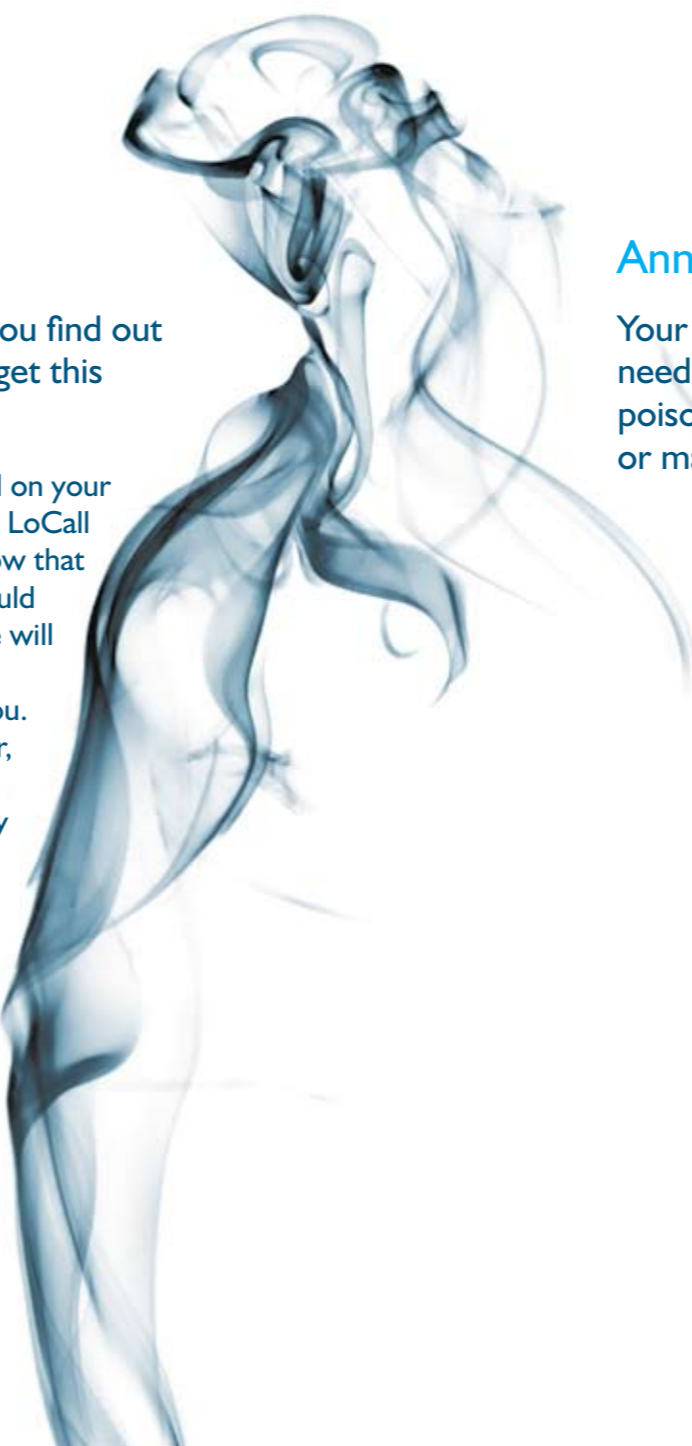
When you collect your keys and sign your tenancy we will help you find out who your gas supplier is and how to contact them. You can also get this information from Transco by calling on 0870 608 1524.

You will then need to:

- take a meter reading
- ask the supplier to turn on the gas
- check that your electricity supply is switched on by your electricity supplier.

If you want to change the meter – for example from a pay-as-you-go meter to a quarterly payment – you will need to arrange this with the supplier direct. You may also want to change your supplier. Energy Watch is the independent watchdog for gas and electricity customers and they can provide free and impartial advice on a range of energy questions and also give you a list of suppliers. Call them on 0845 906 0708 or visit their website at www.energywatch.org.uk.

When the supplier has turned on your gas, call Harvest Response on LoCall 0845 345 0272 and let us know that you are a new tenant and would like the gas supply tested. We will then arrange for a Gas Safe registered engineer to visit you. They will uncap the gas meter, which was capped as a safety precaution while the property was empty. They will also carry out a safety check and you will not have gas until this safety check has been carried out.



Annual gas safety checks

Your safety is our main concern and we do everything we can to ensure your safety, but we do need your help and co-operation. On average 30 people die each year from carbon monoxide poisoning. This is usually caused by gas appliances and flues that have not been properly installed or maintained.

As your landlord we must **by law** ensure there is an annual service and safety check carried out on all gas-fired appliances we own, such as gas fires, boilers, warm-air units and water heaters. This work should be carried out once within every 12 months.

Access

You must allow us access to your home to do these safety checks on all the appliances and flues we provide. For your own safety, your full co-operation with this is vital.

To ensure this is as convenient for you as it can be, the service engineer will contact you direct with an appointment. If this isn't convenient, you can contact them to arrange another date or time.

If you do not allow us access to do this check, it is a breach of your tenancy and we will take action to get access or retake

possession of your home. Unfortunately this could mean that you lose your home and you will have to pay our legal costs.

Gas Fire

If you want to install a gas fire, you must get our permission first. The installation must be done by a Gas Safe registered engineer and you will need to send us a copy of the safety certificate issued once it has been fitted.

Please note that although we will carry out the annual safety checks on your new fire, we are not responsible for the cost of any repairs or maintenance. You must call us to discuss the fire before you start any work.

Gas Cooker

You don't need our permission to fit a gas cooker, but you should get a Gas Safe registered person to carry out the work.

Harvest Response
LoCall 0845 345 0272

