

Gas safety

**If you smell gas or suspect a gas leak then call
TRANSCO immediately on 0800 111 999.**

- Turn off the gas at the meter.
- Put out all naked flames, including cigarettes.
- Open windows to ventilate the area.
- Do not turn any electrical switches on or off, including doorbells.

Using gas appliances safely

Why is this important?

Every year around 20 people die from carbon monoxide poisoning caused by faulty gas appliances and flues that have not been properly installed or maintained.

Many other people are also taken ill because of their gas appliances.

When gas does not burn properly carbon monoxide is produced, which is poisonous.

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.

You are at risk of carbon monoxide poisoning if your gas appliances are not working correctly or are not ventilated properly.

To ensure that your appliances are working correctly all appliances are checked and maintained at your annual gas servicing appointment.

You also need to ensure that adequate ventilation is maintained. It is **illegal** to tamper with the operation of a gas appliance unless you are a 'Gas Safe' engineer and this includes any attached ventilation systems. Avoid blocking up ventilation holes or air bricks, and ensure that plants are not allowed to do so.

For further information on the symptoms of carbon monoxide poisoning and the dangers, please visit the health and safety executive's website: www.hse.gov.uk.

The health and safety executive recommends the use of audible carbon monoxide alarms as a back-up precaution against carbon monoxide poisoning, but these alarms must not be regarded as a substitute for proper installation and maintenance of gas appliances by a Gas Safe registered engineer. Before purchasing an alarm, always ensure it complies with British Standard EN 50291 and carries a British or European approval mark, such as Kitemark. Carbon monoxide alarms should be installed, checked and serviced in line with the manufacturer's instructions.

Never try to repair your gas appliance yourself if it breaks down. It is **illegal** for anyone other than a Gas Safe engineer to repair a gas appliance.

Contact us

Should you have a problem with your gas appliance and require a repair please call repairs on:

Tel: 01722 434470 / 434593 / 435596

Out of hours: 01722 411676

If this is not an urgent matter you can also call on free phone: 0800 1697373 and leave a message.

Postal Address: Housing Management, Department of Neighbourhood and Planning, P.O. Box 2281, Wiltshire Council, Salisbury SP2 2HX.

Telephone: 01722 434294 or 0300 456 0100 (low cost call)

In person: Housing Management, Department of Neighbourhood and Planning, 25-27 Milford Street, Salisbury, SP1 2AP.



Information about Wiltshire Council's services can be made available on request in other languages and formats such as large print and audio. Please contact the council on 0300 456 0100, by textphone on 01225 712500 or by email on customerservices@wiltshire.gov.uk