

Gas safety

If you think you have a gas leak or can smell gas leave the house and phone the National Gas Emergencies number immediately on 0800 111 999.

- Turn off the gas at the meter. Move the handle a quarter turn until it is at 90 degrees to the pipe.
- 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 in the UK around 40 people die from carbon monoxide poisoning and 200 people are hospitalised. Carbon monoxide is produced by faulty cookers, heaters and boilers. Gas, oil and solid fuel appliances that are not properly installed or maintained can produce lethal fumes.

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.

Further information and useful contacts

Should you have a problem with your gas appliance and require a repair, or if you require any further information about gas servicing, please contact the repairs team:

Telephone: 0300 456 0117 (option 2 for repairs, option 3 for gas servicing)
Any calls outside of office hours will be diverted to the out of hours service

Email: housingrepairs@wiltshire.gov.uk

Write to us or visit us: Housing Management, Wiltshire Council
Council House, Bourne Hill, Salisbury SP1 3UZ

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

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